HEALTH CARE FINANCING ADMINISTRATION

NISB

CARRIER WORKLOAD AND PROCESSING TIME REPORT

DECEMBER 1986

REPORTS
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U.S. Department of
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Health Care Financing Administration

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CARRIER WORKLOAD AND PROCESSING TIME REPORT

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FOREWORD

This report summarizes the status of carrier workloads for December 1986. The report contains tables showing workload data and selected workload performance indicators in summary form and for individual carriers.

Also included in this report are tables showing processing time data (processing and payment cycle--PPC) data by type of bill. Definations of the terms used in the report are given in the Appendix.

Comments, suggestions, and/or questions relative to this report should be directed to:

Health Care Financing Administration
Division of Reports and Analysis
239 East High Rise
6325 Security Boulevard
Baltimore, MD 21207
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CARRIER CLAIM AND INQUIRY WORKLOADS

DECEMBER 1986

HIGHLIGHTS

	Dec 1986	Nov 1986	Dec 1985	December 1986 Percent Chg from Nov 1986	December 1986 Percent Chg from Dec 1985
Number of					
Claims Received	27.46	22.69	24.05	21.0	14.2
Claims Processed	26.24	22.81	22.71	15.0	15.5
Claims Pending	12.95	11.31	12.38	14.5	4.6
Assignment Rate	68.0	68.2	68.2	-0.3	-0.3
Electronic Media Claims					
Number	8.14	6.50	5.46	25.2	49.1
Percent Received	29.6	28.6	22.7	3.5	30.4
Inquiries Processed					
Total	1.66	1.51	1.50	9.9	10.7
Per 1,000 Claims Received	60	67	62	-10.4	-3.2
Beneficiary	1.19	1.09	1.09	9.2	9.2
Per 1,000 Claims Received	43	48	45	-10.4	-4.4
Provider	0.47	0.43	0.41	9.3	14.6
Per 1,000 Claims Received	17	19	17	-10.5	0.0
Medicaid Crossover Claims					
Number Transferred to States	2.64	2.31	2.23	14.3	18.4
Transferred via EMC	2.06	1.81	1.54	13.8	33.7
Percent Transferred via EMC	78.1	78.1	69.1	0.0	13.0

NOTE: Numbers in millions

CARRIER CLAIM PROCESSING TIMES

DECEMBER 1986

HIGHLIGHTS

	Dec 1/ 1986	Nov 1986	Nov 1985	December 1986 Percent Chg from Nov 1986	December 1986 Percent Chg from Dec 1985
Processing Time (PPC) Data					
Percent Clean Processed In 27 Days					
Total	85.0	85.8	-	-0.9	-
Assigned	86.3	87.3	-	-1.1	-
Physician	86.0	87.2	-	-1.4	-
Non-Physician	87.2	87.5	-	-0.3	-
DME	78.0	78.6	-	-0.8	-
Lab	91.3	91.1	-	0.2	-
Ambulance	89.6	91.6	-	-2.2	-
Other Non-Physician	79.0	82.0	-	-3.7	-
Unassigned	82.0	82.4	-	-0.5	-
Percent Total Processed In 60 Days					
Total	97.3	97.3	-	0.0	-
Assigned	97.6	97.6	-	0.0	-
Physician	97.7	97.8	-	-0.1	-
Non-Physician	97.2	97.1	-	0.1	-
DME	94.9	94.8	-	0.1	-
Lab	98.3	98.2	-	0.1	-
Ambulance	97.3	97.4	-	-0.1	-
Other Non-Physician	95.8	95.2	-	0.6	-
Unassigned	96.8	96.7	-	0.1	-
Percent Total Processed In 90 Days					
Total	99.2	99.1	-	0.1	-
Assigned	99.3	99.3	-	0.0	-
Physician	99.3	99.3	-	0.0	-
Non-Physician	99.2	99.1	-	0.1	-
DME	98.5	98.4	-	0.1	-
Lab	99.5	99.4	-	0.1	-
Ambulance	99.2	99.2	-	0.0	-
Other Non-Physician	98.7	98.3	-	0.4	-
Unassigned	99.0	98.9	-	0.1	-

1/ PPC data for Washington Physicians Service are not available for December 1986.

Executive Summary

- The total number of claims received by carriers was 27.5 million in December 1986, an increase of 14.2 percent from the 24.1 million received in December 1985, and an increase of 21.0 percent from the 22.7 million received in November 1986.

  + The assignment rate in December 1986 was 68.0 percent, a decrease of 0.3 percent from the assignment rate of 68.2 percent in December 1985.

  + The percent of claims received via electronic media (EMC) increased 30.4 percent, rising from 22.7 percent in December 1985 to 29.6 percent in December 1986.

- The number of claims processed increased by 15.5 percent, from 22.7 million claims in December 1985 to 26.2 million claims in December 1986.

- The number of claims pending at the end of December 1986 was 13.0 million, an increase of 14.5 percent over the number of claims pending at the end of November 1986 (11.3 million claims).

  + This is the first increase in pending since June 1986.

- The number of Medicaid crossover claims transferred to States increased by 18.4 percent from December 1985 (2.23 million claims) to December 1986 (2.64 million claims).

  + Over this same period, the percent of such claims transferred via electronic media increased by 13.0 percent, from 69.1 percent to 78.1 percent.

- The percent of clean claims processed in 27 days during December 1986 was 85.0, a decrease of 0.9 percent from the 85.8 percent processed in November 1986.

  + The percent of total claims processed in 60 days for December 1986 was 97.3, the same as it was for November 1986.

  + The percent of total claims processed in 90 days for December 1986 was 99.2, representing an increase of 0.1 percent over the 99.1 percent processed in November 1986.

Division of Reports and Analysis

TABLE A: SELECTED DATA ON CARRIER WORKLOADS, DECEMBER 1985 - DECEMBER 1986

Month	Claims Received During Month (000s)	Claims Processed During Month (000s) — Including Replicates — Claims Paid — Total Number	Claims Paid — Number	Claims Paid — Percent of Total Processed	Applied Toward Deductible	Claims Denied	Number Excluding Replicates	Claims Pending End of Month (000s) — Total — Number	Total — Days Work On Hand*	Over 30 Days — Number	Over 30 Days — Days Work On Hand*	Over 60 Days — Number	Over 60 Days — Days Work On Hand*
1985													
December	24,048.5	22,709.7	20,074.4	88.4	724.4	1,910.8	22,596.4	12,380.9	11.1	1,841.1	1.7	714.3	0.6
CY 1985	279,558.9	277,025.1	226,270.6	81.7	28,705.0	22,049.5	275,730.0	---	---	---	---	---	---
1986													
January	25,840.4	24,512.4	20,092.0	82.0	2,314.1	2,106.3	24,372.1	13,703.0	12.2	1,787.0	1.6	661.2	0.6
February	22,828.4	21,403.5	14,547.9	68.0	4,910.4	1,945.2	21,290.8	15,099.5	13.4	2,151.5	1.9	659.7	0.6
March	24,942.3	23,708.5	16,763.0	70.7	4,861.0	2,084.6	23,567.6	16,256.5	14.4	2,352.7	2.1	796.4	0.7
April	26,868.4	26,269.9	19,914.1	75.8	4,088.2	2,267.5	25,958.6	16,796.0	14.8	2,294.4	2.0	817.7	0.7
May	25,604.8	24,674.2	19,586.5	79.4	2,953.7	2,134.0	24,355.2	17,629.4	15.5	3,069.5	2.7	840.8	0.7
June	25,870.5	25,393.4	20,933.8	82.4	2,303.7	2,156.0	25,136.0	17,951.9	15.6	3,354.0	2.9	1,031.2	0.9
July	26,198.8	27,363.3	23,041.0	84.2	1,991.8	2,330.5	27,113.7	16,673.2	14.3	3,148.3	2.7	952.6	0.8
August	24,306.8	26,576.5	22,675.6	85.3	1,548.8	2,352.1	26,347.1	14,258.0	12.1	2,560.4	2.2	857.9	0.7
September	26,148.4	28,181.1	24,283.2	86.2	1,281.4	2,616.5	27,972.0	11,873.0	10.0	1,993.6	1.7	681.6	0.6
FY 1986	300,930.0	298,849.2	244,047.2	81.7	28,921.7	25,880.3	296,549.4	---	---	---	---	---	---
October	27,951.7	28,216.5	24,537.2	87.0	1.125.2	2,554.1	27,961.5	11,496.9	9.6	1,890.7	1.6	549.3	0.5
November	22,693.3	22,812.7	19,901.7	87.2	780.8	2,129.9	22,535.9	11,311.4	9.3	1,876.2	1.6	600.3	0.5
December	27,460.3	26,244.7	23,060.6	87.9	795.1	2,389.0	25,941.5	12,950.9	10.6	2,191.5	1.8	626.9	0.5
CY 1986	306,714.2	305,356.8	249,336.9	81.7	28,954.3	27,065.6	302,558.1	---	---	---	---	---	---

NOTE: Some data for December 1985 - April 1986 have been changed due to revised reports submitted by Maryland B/S.

TABLE B: SELECTED CARRIER WORKLOAD INDICATORS, DECEMBER 1985 - DECEMBER 1986

Month	Assignment Rate	Ratio of Processed to Received	Claims Received Via Electronic Media: Total: Number	Total: Percent of Total Claims Received	HCFA-1500s: Assigned: Percent of Ass'd 1500s Received	HCFA-1500s: Unassigned: Percent of Unass'd 1500s Received	Replicate Claims as Percent of Total Claims Processed	Claims Investigation Rate
1985								
December	68.2	94.4	5,462,852	22.7	28.3	10.8	0.5	3.5
CY 1985	68.5	99.1	57,548,668	20.6	25.6	9.7	0.5	3.4
1986								
January	67.6	94.9	6,030,178	23.3	29.3	11.0	0.6	3.5
February	66.8	93.8	5,832,920	25.6	31.4	13.8	0.5	3.7
March	68.1	95.1	5,954,970	23.9	29.3	12.3	0.6	3.5
April	67.8	97.8	6,821,666	25.4	31.5	12.5	1.2	3.3
May	67.9	96.4	6,640,016	25.9	32.3	12.6	1.3	3.5
June	67.9	98.2	6,501,097	25.1	31.6	11.5	1.0	3.4
July	68.4	104.4	7,162,476	27.3	34.1	12.7	0.9	3.3
August	67.8	109.3	6,531,669	26.9	33.5	12.9	0.9	3.4
September	69.0	107.8	7,414,677	28.4	35.0	13.7	0.7	3.5
FY 1986	68.0	99.3	75,142,583	25.0	31.1	12.0	0.8	3.4
October	68.1	100.9	7,951,303	28.4	35.3	13.8	0.9	3.7
November	68.2	100.5	6,500,655	28.6	34.9	15.3	1.2	3.6
December	68.0	95.6	8,140,853	29.6	36.6	14.9	1.2	3.5
CY 1986	68.0	99.6	81,482,480	26.6	32.9	13.1	0.9	3.5

TABLE C: NUMBER OF INQUIRIES PROCESSED, BY TYPE, DECEMBER 1985 - DECENBER 1986

Month	Total Inquiries Processed				Beneficiary Inquiries Processed				Provider Inquiries Processed			
	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written
1985												
Dec	1,505,761	1,087,690	34,178	383,893	1,094,795	867,836	33,425	193,534	410,966	219,854	753	190,359
1986												
Jan	1,793,216	1,343,340	40,032	409,844	1,327,233	1,076,469	39,210	211,554	465,983	266,871	822	198,290
Feb	1,613,100	1,206,595	34,245	372,260	1,184,449	964,831	33,066	186,552	428,651	241,764	1,179	185,708
Mar	1,661,111	1,238,414	39,046	383,651	1,213,913	987,965	38,019	187,929	447,198	250,449	1,027	195,722
Apr	1,803,806	1,348,995	43,859	410,952	1,286,715	1,051,218	41,551	193,946	517,091	297,777	2,308	217,006
May	1,685,756	1,255,594	40,690	389,472	1,208,871	985,417	39,581	183,873	476,885	270,177	1,109	205,599
Jun	1,750,066	1,293,433	40,751	415,882	1,254,634	1,027,361	39,775	187,498	495,432	266,072	976	228,384
Jul	1,790,766	1,311,389	40,501	438,876	1,279,909	1,036,214	39,317	204,378	510,857	275,175	1,184	234,498
Aug	1,712,327	1,255,258	39,361	417,708	1,217,358	988,853	38,281	190,224	494,969	266,405	1,080	227,484
Sep	1,833,595	1,352,557	40,459	440,080	1,324,646	1,076,456	39,800	208,390	508,949	276,101	1,158	231,690
FY 1986	20,440,739	15,047,564	467,459	4,925,716	14,766,424	11,921,907	454,421	2,390,096	5,674,315	3,125,657	13,038	2,535,620
Oct	1,907,156	1,436,632	49,991	420,533	1,389,318	1,138,236	46,586	204,496	517,838	298,396	3,405	216,037
Nov	1,516,556	1,112,033	36,613	367,190	1,087,862	877,739	35,378	174,745	428,694	234,294	1,235	193,165
Dec	1,658,057	1,244,307	38,832	374,918	1,190,487	974,575	37,761	178,151	467,570	269,732	1,071	196,767
CY 1986	20,731,087	15,398,547	484,879	4,847,661	14,967,342	12,185,334	468,325	2,313,683	5,763,745	3,213,213	16,554	2,533,978

TABLE D: RATIO OF TOTAL BENEFICIARY AND PROVIDER INQUIRIES PROCESSED TO 1,000 CLAIMS RECEIVED
DECEMBER 1985 - DECEMBER 1986

	Ratio of Total Inquiries Processed To 1,000 Claims Received				Ratio of Beneficiary Inquiries Processed To 1,000 Claims Received				Ratio of Provider Inquiries Processed To 1,000 Claims Received			
Month	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written
1985												
Dec	63	45	1	16	46	36	1	8	17	9	0	8
1986												
Jan	69	52	2	16	51	42	2	8	18	10	0	8
Feb	71	53	2	16	52	42	1	8	19	11	0	8
Mar	67	50	2	15	49	40	2	8	18	10	0	8
Apr	67	50	2	15	48	39	2	7	19	11	0	8
May	66	49	2	15	47	38	2	7	19	11	0	8
Jun	68	50	2	16	48	40	2	7	19	10	0	9
Jul	68	50	2	17	49	40	2	8	19	11	0	9
Aug	70	52	2	17	50	41	2	8	20	11	0	9
Sep	70	52	2	17	51	41	2	8	19	11	0	9
FY 1986	68	50	2	16	49	40	2	8	19	10	0	8
Oct	68	51	2	15	50	41	2	7	19	11	0	8
Nov	67	49	2	16	48	39	2	8	19	10	0	9
Dec	60	45	1	14	43	35	1	6	17	10	0	7
CY 1986	68	50	2	16	49	40	2	8	19	10	0	8

TABLE E: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS

DECEMBER 1985 - DECEMBER 1986

Month	Number Transferred	Transferred Via Electronic Media	
		Number	Total Percent Transferred
1985			
December	2,230,995	1,541,275	69.1
1986			
January	2,425,398	1,698,488	70.0
February	2,060,571	1,501,186	72.9
March	2,353,490	1,670,428	71.0
April	2,825,475	2,070,005	73.3
May	2,666,061	1,949,959	73.1
June	2,681,258	1,976,098	73.7
July	2,832,401	2,099,087	74.1
August	2,637,540	1,987,441	75.4
September	2,811,886	2,157,423	76.7
FY 1986	30,432,112	21,834,381	71.7
October	2,882,868	2,266,678	78.6
November	2,312,430	1,805,039	78.1
December	2,643,211	2,063,954	78.1
CY 1986	31,132,589	23,245,786	74.7

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: DECEMBER, 1986

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					CLAIMS PENDING			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	TOTAL NUMBER	DAYS WORK ON HAND	DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
TOTAL	27,460,307	26,244,734	23,060,636	795,071	2,389,027	25,941,512	12,950,930	10.6	1.8	0.5
BOSTON REGION	1,747,545	1,569,965	1,416,728	39,616	113,621	1,545,620	1,139,993	12.4	2.5	0.8
CONNECTICUT-TRAVELERS	360,399	292,923	268,298	6,746	17,879	292,381	382,577	27.4	6.4	0.3
MASSACHUSETTS B/S										
MASSACHUSETTS	905,985	818,028	741,478	14,976	61,574	801,721	488,587	12.6	2.1	1.0
TRI-STATE	297,612	289,485	252,409	13,382	23,694	282,162	171,888	12.3	3.1	1.6
MAINE	129,099	141,731	125,445	6,324	9,962	137,467	75,346	12.4	3.3	1.7
NEW HAMPSHIRE	108,039	95,514	81,717	4,625	9,172	93,373	62,975	12.8	3.1	1.7
VERMONT	60,474	52,240	45,247	2,433	4,560	51,322	33,567	11.6	2.7	1.4
RHODE ISLAND B/S	183,549	169,529	154,543	4,512	10,474	169,356	96,941	11.2	2.1	0.9
NEW YORK REGION	3,841,018	3,422,473	2,966,212	79,637	376,624	3,370,808	3,240,329	20.3	6.1	1.5
NEW JERSEY-PRUDENTIAL	964,832	804,880	706,240	18,164	80,476	801,865	587,206	13.4	1.1	0.4
N.Y.-BINGHAMTON B/S	647,186	633,378	555,385	26,112	51,881	608,669	660,452	25.4	11.7	1.2
N.Y.-NEW YORK B/S	1,848,801	1,581,589	1,367,013	23,053	191,523	1,558,056	1,770,962	25.5	8.1	2.0
NEW YORK-GROUP HEALTH	247,759	241,399	197,615	3,891	39,893	241,399	78,132	7.3	0.5	0.1
PUERTO RICO B/S	132,440	161,227	139,959	8,417	12,851	160,819	143,577	16.2	6.9	5.2
PUERTO RICO	132,227	160,972	139,780	8,383	12,809	160,570	143,295	16.2	6.9	5.2
VIRGIN ISLANDS	213	255	179	34	42	249	282	19.5	6.6	2.8
PHILADELPHIA REGION	3,117,245	3,015,805	2,699,389	83,704	232,712	3,009,988	1,619,563	11.9	1.9	0.6
MARYLAND B/S	354,857	386,648	340,601	11,696	34,351	386,644	240,392	15.9	4.1	1.5
PENNSYLVANIA B/S	2,135,116	2,048,756	1,851,637	46,702	150,417	2,044,252	1,021,122	10.9	1.8	0.6
DELAWARE	126,943	125,233	115,933	2,138	7,162	125,104	37,449	10.5	2.2	0.3
DISTRICT OF COLUMBIA	272,890	265,534	240,180	3,265	22,089	265,069	123,011	9.5	1.5	0.6
PENNSYLVANIA	1,735,283	1,657,989	1,495,524	41,299	121,166	1,654,079	860,662	11.1	1.9	0.7
VIRGINIA-TRAVELERS	424,870	403,972	354,811	17,275	31,886	402,976	265,812	14.3	1.3	0.2
WEST VIRGINIA-NATIONWIDE	202,402	176,429	152,340	8,031	16,058	176,116	92,237	11.1	0.4	0.1
ATLANTA REGION	4,899,374	4,921,392	4,302,366	153,947	465,079	4,867,050	1,825,133	7.9	1.1	0.5
ALABAMA B/S	448,205	430,951	385,064	14,418	31,469	415,220	65,345	3.2	0.2	0.0*
FLORIDA B/S	2,124,470	2,174,101	1,880,904	44,913	248,284	2,145,894	676,132	6.9	1.6	0.7
GEORGIA-PRUDENTIAL	346,814	433,511	382,724	14,725	36,062	432,059	221,999	9.4	0.6	0.2
KENTUCKY B/S	388,888	374,183	321,984	14,129	38,070	371,130	113,397	7.1	0.8	0.3
MISSISSIPPI-TRAVELERS	224,283	231,534	206,221	10,776	14,537	230,945	58,264	5.3	0.3	0.1
NORTH CAROLINA-PRUDENTIAL	677,486	577,530	522,103	18,986	36,441	575,121	425,525	14.5	1.5	0.5
SOUTH CAROLINA B/S (NON-P&E)	232,293	252,871	211,129	14,047	27,695	252,855	102,906	9.5	1.5	0.5
TENNESSEE-EQUITABLE	456,935	446,711	392,237	21,953	32,521	443,826	161,565	7.2	0.8	0.3

* LESS THAN 0.05

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: DECEMBER, 1986

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					CLAIMS PENDING TOTAL			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	NUMBER	DAYS WORK ON HAND	DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
CHICAGO REGION	4,813,051	4,557,956	3,953,068	174,937	429,951	4,519,040	1,419,625	6.7	0.5	0.1
ILLINOIS B/S (HCSC)	1,063,280	991,950	845,609	41,940	104,401	991,291	276,607	6.3	0.2	0.0*
INDIANA B/S	525,133	521,581	443,107	25,858	52,616	489,262	129,960	5.5	0.4	0.1
MICHIGAN B/S	1,185,450	1,169,415	1,038,343	26,266	104,806	1,169,415	243,565	4.1	0.7	0.3
MINNESOTA B/S	131,900	128,234	104,738	9,695	13,801	127,954	36,647	6.0	0.7	0.2
MINNESOTA-TRAVELERS	151,866	134,775	117,892	3,814	13,069	134,203	53,813	7.6	0.6	0.2
OHIO-NATIONWIDE	1,233,174	1,085,908	937,496	42,193	106,219	1,080,822	514,352	10.4	0.5	0.1
WISCONSIN B/S	522,248	526,093	465,883	25,171	35,039	526,093	164,681	7.3	0.6	0.0*
DALLAS REGION	2,295,904	2,327,623	2,117,444	72,857	137,322	2,308,388	898,261	7.3	0.4	0.1
ARKANSAS B/S	282,315	280,022	247,420	13,094	19,508	279,373	137,698	10.8	0.3	0.0*
LA.-ARK. B/S	437,903	417,328	333,394	24,448	59,486	415,678	200,507	12.0	0.9	0.1
NEW MEXICO-AETNA	107,742	107,026	93,891	3,977	9,158	105,725	61,431	12.1	1.3	0.5
OKLAHOMA-AETNA	285,410	274,830	239,313	12,866	22,651	269,251	174,647	15.0	1.1	0.3
TEXAS B/S	1,182,534	1,248,417	1,203,426	18,472	26,519	1,238,361	323,978	5.8	0.3	0.1
KANSAS CITY REGION	1,243,375	1,294,225	1,120,281	68,832	105,112	1,274,003	457,707	7.9	1.4	0.4
IOWA B/S	449,654	481,762	413,538	32,788	35,436	469,440	141,180	6.9	1.0	0.3
IOWA	305,556	326,385	281,656	22,506	22,223	318,744	87,604	6.3	0.9	0.3
NEBRASKA	144,098	155,377	131,882	10,282	13,213	150,696	53,576	8.3	1.4	0.5
KANSAS B/S	208,569	211,676	184,731	9,367	17,578	205,747	45,234	4.5	0.4	0.1
MISSOURI B/S	201,550	203,830	178,810	7,322	17,698	202,492	59,378	6.5	1.2	0.5
MISSOURI-GENERAL AMERICAN	383,602	396,957	343,202	19,355	34,400	396,324	211,915	11.2	2.2	0.5
DENVER REGION	572,017	606,561	515,634	28,101	62,826	602,704	207,284	7.5	0.9	0.3
COLORADO B/S	247,734	259,824	219,536	9,266	31,022	258,820	68,061	5.5	0.6	0.1
MONTANA B/S	62,823	70,858	58,374	3,854	8,630	70,355	29,754	9.1	1.4	0.6
NORTH DAKOTA B/S	143,402	151,517	132,284	7,869	11,364	150,795	33,364	4.5	0.2	0.0*
NORTH DAKOTA	74,639	80,537	71,467	3,764	5,306	80,233	15,432	4.0	0.1	0.0*
SOUTH DAKOTA	68,763	70,980	60,817	4,105	6,058	70,562	17,932	5.1	0.2	0.0*
UTAH B/S	86,357	91,437	77,282	4,802	9,353	89,925	60,469	14.1	2.2	0.6
WYOMING-EQUITABLE	31,701	32,925	28,158	2,310	2,457	32,809	15,636	14.9	1.7	0.6
SAN FRANCISCO REGION	3,396,340	3,288,660	2,903,247	51,383	334,030	3,208,969	1,255,995	8.1	1.0	0.4
ARIZONA-NEVADA-AETNA	460,922	405,019	345,993	9,670	49,356	400,280	196,092	10.1	0.8	0.2
ARIZONA	381,864	334,884	284,612	7,948	42,324	330,748	162,556	10.3	0.7	0.2
NEVADA	79,058	70,135	61,381	1,722	7,032	69,532	33,536	9.2	0.8	0.3
CALIFORNIA B/S	1,336,607	1,217,622	1,078,231	21,900	117,491	1,214,307	616,154	10.2	1.5	0.6
CALIF.-OCCIDENTAL (NON-P&E)	1,513,327	1,580,856	1,403,847	17,526	159,483	1,509,430	406,092	5.7	0.8	0.3
HAWAII-AETNA	85,484	85,163	75,176	2,287	7,700	84,952	37,657	8.9	0.9	0.4

* LESS THAN 0.05

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: DECEMBER, 1986

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					CLAIMS PENDING			
							TOTAL			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	NUMBER	DAYS WORK ON HAND	DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
SEATTLE REGION	809,593	531,176	461,477	21,011	48,688	528,183	636,993	16.6	1.4	0.1
ALASKA-OREGON-AETNA	278,982	273,087	241,328	9,513	22,246	270,717	96,005	7.7	0.2	0.0*
ALASKA	9,676	10,365	8,654	302	1,409	10,248	1,808	4.4	0.2	0.0*
OREGON	269,306	262,722	232,674	9,211	20,837	260,469	94,197	7.8	0.2	0.0*
IDAHO-EQUITABLE	82,108	67,762	57,649	4,664	5,449	67,603	50,618	15.1	0.3	0.1
WASHINGTON B/S	448,503	190,327	162,500	6,834	20,993	189,863	490,370	22.4	2.3	0.1
CLALLAM	6,201	3,707	3,156	122	429	3,706	3,537	10.7	0.3	0.0*
COWLITZ	8,824	3,187	2,822	145	220	3,179	8,680	20.7	2.3	0.0*
GRAYS HARBOR	8,968	4,543	4,031	224	288	4,525	8,190	21.6	3.0	0.0*
KING	195,747	73,557	64,933	2,221	6,403	73,450	238,491	29.4	3.5	0.3
KITSAP	19,502	8,402	7,259	357	786	8,380	16,524	19.3	1.0	0.1
PIERCE	62,128	24,558	20,575	725	3,258	24,478	83,799	29.9	3.6	0.3
SKAGIT	14,432	9,223	7,448	526	1,249	9,207	8,013	12.9	0.5	0.0*
SNOHOMISH	23,611	13,450	11,147	499	1,804	13,349	21,637	20.4	2.5	0.1
SPOKANE	86,951	35,043	29,067	1,366	4,610	34,948	86,464	18.3	1.0	0.0*
WALLA WALLA	8,637	4,688	3,414	261	1,013	4,687	6,842	21.2	1.9	0.2
WHATCOM	13,502	9,969	8,648	388	933	9,954	8,193	13.4	1.5	0.0*
RRB-TRAVELERS	724,845	708,898	604,790	21,046	83,062	706,759	250,047	8.0	0.2	0.1
AETNA	1,218,540	1,145,125	995,701	38,313	111,111	1,130,925	565,832	10.3	0.7	0.2
EQUITABLE	570,744	547,398	478,044	28,927	40,427	544,238	227,819	7.1	0.6	0.2
NATIONWIDE	1,435,576	1,262,337	1,089,836	50,224	122,277	1,256,938	606,589	10.5	0.5	0.1
PRUDENTIAL	1,989,132	1,815,921	1,611,067	51,875	152,979	1,809,045	1,234,730	12.8	1.1	0.4
TRAVELERS (RRB EXCLUDED)	801,019	770,281	678,924	31,865	59,492	768,124	377,889	10.3	0.8	0.1

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: DECEMBER, 1986

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA — TOTAL — NUMBER	TOTAL — PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S — ASSIGNED — PERCENT OF ASS'D. 1500'S RECEIVED	HCFA-1500'S — UNASSIGNED — PERCENT OF UNASS'D 1500'S RECEIVED	REPLICATE CLAIMS — PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
TOTAL	68.0	95.6	8,140,853	29.6	36.6	14.9	1.2	3.5
BOSTON REGION	84.7	89.8	357,073	20.4	23.1	5.8	1.6	4.1
CONNECTICUT-TRAVELERS	71.1	81.3	84,653	23.5	31.9	2.8	0.2	0.3
MASSACHUSETTS B/S								
MASSACHUSETTS	94.6	90.3	196,057	21.6	22.9	0.5	2.0	5.2
TRI-STATE	66.6	97.3	35,333	11.9	11.6	12.5	2.5	6.6
MAINE	76.5	109.8	4,406	3.4	4.5	0.0	3.0	6.4
NEW HAMPSHIRE	56.0	88.4	15,819	14.6	12.5	17.3	2.2	7.2
VERMONT	64.5	86.4	15,108	25.0	28.1	19.4	1.8	6.1
RHODE ISLAND B/S	92.4	92.4	41,030	22.4	24.2	0.0	0.1	1.6
NEW YORK REGION	71.6	89.1	1,042,059	27.1	35.8	5.3	1.5	3.2
NEW JERSEY-PRUDENTIAL	63.1	83.4	233,843	24.2	33.9	7.7	0.4	1.2
N.Y.-BINGHAMTON B/S	73.0	97.9	124,200	19.2	25.0	3.5	3.9	3.3
N.Y.-NEW YORK B/S	73.3	85.5	575,095	31.1	40.6	4.9	1.5	4.2
NEW YORK-GROUP HEALTH	80.1	97.4	108,921	44.0	54.9	0.1	0.0	0.5
PUERTO RICO B/S	85.5	121.7	0	0.0	0.0	0.0	0.3	8.2
PUERTO RICO	85.6	121.7	0	0.0	0.0	0.0	0.2	8.1
VIRGIN ISLANDS	64.3	119.7	0	0.0	0.0	0.0	2.4	20.0
PHILADELPHIA REGION	81.8	96.7	945,352	30.3	34.3	12.3	0.2	3.6
MARYLAND B/S	80.5	109.0	119,416	33.7	33.0	36.3	0.0*	2.0
PENNSYLVANIA B/S	86.7	96.0	641,488	30.0	34.4	2.0	0.2	4.1
DELAWARE	87.9	98.7	93,289	73.5	83.4	1.3	0.1	3.0
DISTRICT OF COLUMBIA	78.2	97.3	102,178	37.4	47.7	0.8	0.2	3.5
PENNSYLVANIA	87.9	95.5	446,021	25.7	28.9	2.4	0.2	4.3
VIRGINIA-TRAVELERS	63.3	95.1	127,931	30.1	35.6	20.6	0.2	2.8
WEST VIRGINIA-NATIONWIDE	72.2	87.2	56,517	27.9	34.0	12.1	0.2	3.0
ATLANTA REGION	65.2	100.4	1,888,617	38.5	47.4	22.0	1.1	4.7
ALABAMA B/S	75.6	96.2	243,437	54.3	56.1	48.8	3.7	2.3
FLORIDA B/S	62.2	102.3	889,877	41.9	50.5	27.8	1.3	5.3
GEORGIA-PRUDENTIAL	59.3	125.0	104,723	30.2	45.3	8.1	0.3	2.7
KENTUCKY B/S	65.1	96.2	120,891	31.1	38.8	16.6	0.8	6.4
MISSISSIPPI-TRAVELERS	69.4	103.2	57,569	25.7	31.5	12.4	0.3	3.1
NORTH CAROLINA-PRUDENTIAL	70.5	85.2	252,903	37.3	50.2	6.5	0.4	7.5
SOUTH CAROLINA B/S (NON-P&E)	66.7	108.9	112,872	48.6	54.4	36.9	0.0*	2.9
TENNESSEE-EQUITABLE	63.3	97.8	106,345	23.3	31.9	8.4	0.6	2.4

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: DECEMBER, 1986

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA: TOTAL NUMBER	TOTAL PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	HCFA-1500'S UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED	REPLICATE CLAIMS PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
CHICAGO REGION	63.6	94.7	1,711,727	35.6	44.8	19.4	0.9	2.0
ILLINOIS B/S (HCSC)	56.6	93.3	305,150	28.7	39.0	15.2	0.1	1.5
INDIANA B/S	54.3	99.3	152,261	29.0	35.2	21.7	6.2	4.2
MICHIGAN B/S	88.0	98.6	635,384	53.6	58.9	14.2	0.0	0.6
MINNESOTA B/S	35.3	97.2	56,916	43.2	44.0	42.7	0.2	4.2
MINNESOTA-TRAVELERS	49.6	88.7	79,213	52.2	58.8	45.7	0.4	3.8
OHIO-NATIONWIDE	59.0	88.1	363,616	29.5	40.6	13.5	0.5	3.0
WISCONSIN B/S	54.1	100.7	119,187	22.8	21.9	23.9	0.0	0.7
DALLAS REGION	62.6	101.4	588,499	25.6	34.4	11.0	0.8	4.1
ARKANSAS B/S	71.7	99.2	54,824	19.4	22.8	10.8	0.2	3.0
LA.-ARK. B/S	70.0	95.3	141,751	32.4	41.6	10.8	0.4	5.4
NEW MEXICO-AETNA	62.2	99.3	15,274	14.2	20.0	4.5	1.2	2.7
OKLAHOMA-AETNA	47.8	96.3	54,480	19.1	29.7	9.4	2.0	2.6
TEXAS B/S	61.3	105.6	322,170	27.2	36.7	12.2	0.8	4.3
KANSAS CITY REGION	55.6	104.1	385,262	31.0	40.2	19.5	1.6	5.5
IOWA B/S	45.9	107.1	78,170	17.4	24.3	11.5	2.6	3.6
IOWA	48.8	106.8	70,697	23.1	28.6	17.9	2.3	3.2
NEBRASKA	39.9	107.8	7,473	5.2	12.9	0.1	3.0	4.5
KANSAS B/S	68.1	101.5	74,345	35.6	39.2	28.0	2.8	5.3
MISSOURI B/S	71.6	101.1	85,921	42.6	50.5	22.8	0.7	4.9
MISSOURI-GENERAL AMERICAN	51.6	103.5	146,826	38.3	49.9	25.9	0.2	8.1
DENVER REGION	50.4	106.0	101,262	17.7	18.3	17.1	0.6	5.1
COLORADO B/S	58.1	104.9	40,144	16.2	17.6	14.3	0.4	5.0
MONTANA B/S	41.0	112.8	10,445	16.6	13.3	18.9	0.7	12.1
NORTH DAKOTA B/S	37.7	105.7	30,544	21.3	17.5	23.6	0.5	3.8
NORTH DAKOTA	40.4	107.9	24,406	32.7	25.4	37.6	0.4	3.6
SOUTH DAKOTA	34.7	103.2	6,138	8.9	7.4	9.7	0.6	4.0
UTAH B/S	60.0	105.9	17,181	19.9	23.7	14.2	1.7	3.9
WYOMING-EQUITABLE	40.4	103.9	2,948	9.3	18.9	2.8	0.4	0.0*
SAN FRANCISCO REGION	71.0	96.8	996,564	29.3	34.8	16.0	2.4	2.6
ARIZONA-NEVADA-AETNA	58.4	87.9	112,926	24.5	34.4	10.6	1.2	2.6
ARIZONA	54.2	87.7	95,668	25.1	36.5	11.4	1.2	2.6
NEVADA	78.5	88.7	17,258	21.8	27.3	1.8	0.9	2.5
CALIFORNIA B/S	69.1	91.1	409,918	30.7	36.9	16.6	0.3	2.0
CALIF.-OCCIDENTAL (NON-P&E)	76.6	104.5	458,961	30.3	34.4	16.9	4.5	2.9
HAWAII-AETNA	68.8	99.6	14,759	17.3	10.6	31.9	0.2	3.7

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: DECEMBER, 1986

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA: TOTAL NUMBER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA: TOTAL PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	HCFA-1500'S UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED	REPLICATE CLAIMS PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
SEATTLE REGION	46.3	65.6	113,450	14.0	18.8	9.9	0.6	1.4
ALASKA-OREGON-AETNA	43.7	97.9	49,429	17.7	24.3	12.6	0.9	1.2
ALASKA	64.2	107.1	350	3.6	5.6	0.0	1.1	2.3
OREGON	43.0	97.6	49,079	18.2	25.3	12.9	0.9	1.1
IDAHO-EQUITABLE	29.3	82.5	15,382	18.7	25.9	15.8	0.2	0.6
WASHINGTON B/S	51.0	42.4	48,639	10.8	15.1	6.4	0.2	2.1
CLALLAM	29.7	59.8	510	8.2	27.7	0.0	0.0*	6.7
COWLITZ	55.7	36.1	4	0.0*	0.0*	0.1	0.3	1.7
GRAYS HARBOR	62.2	50.7	3	0.0*	0.0*	0.1	0.4	1.6
KING	52.3	37.6	27,268	13.9	20.5	6.8	0.1	1.2
KITSAP	35.7	43.1	3	0.0*	0.0*	0.0*	0.3	1.5
PIERCE	52.6	39.5	4,349	7.0	4.5	9.8	0.3	2.6
SKAGIT	27.5	63.9	1,792	12.4	17.8	10.4	0.2	0.2
SNOHOMISH	48.8	57.0	1,131	4.8	7.9	1.8	0.8	7.8
SPOKANE	56.7	40.3	9,609	11.1	17.9	2.0	0.3	1.6
WALLA WALLA	25.0	54.3	3,196	37.0	19.1	43.0	0.0*	3.9
WHATCOM	54.1	73.8	774	5.7	10.2	0.4	0.2	1.4
RRB-TRAVELERS	61.4	97.8	10,988	1.5	1.9	0.8	0.3	2.5
AETNA	53.6	94.0	246,868	20.3	27.9	11.4	1.2	2.3
EQUITABLE	57.2	95.9	124,675	21.8	30.9	9.7	0.6	2.1
NATIONWIDE	60.9	87.9	420,133	29.3	39.5	13.4	0.4	3.0
PRUDENTIAL	65.0	91.3	591,469	29.7	41.8	7.4	0.4	3.6
TRAVELERS (RRB EXCLUDED)	62.4	96.2	264,713	33.0	37.8	25.1	0.3	3.1

* LESS THAN 0.05

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: DECEMBER, 1986

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	1,658,057	60	1,244,307	45	38,832	1	374,918	14
BOSTON REGION	76,434	44	58,250	33	2,287	1	15,897	9
CONNECTICUT-TRAVELERS	18,488	51	16,705	46	388	1	1,395	4
MASSACHUSETTS B/S								
MASSACHUSETTS	29,051	32	21,191	23	999	1	6,861	8
TRI-STATE	21,195	71	15,119	51	531	2	5,545	19
MAINE	8,860	69	6,511	50	250	2	2,099	16
NEW HAMPSHIRE	8,867	82	6,251	58	235	2	2,381	22
VERMONT	3,468	57	2,357	39	46	1	1,065	18
RHODE ISLAND B/S	7,700	42	5,235	29	369	2	2,096	11
NEW YORK REGION	206,832	54	170,262	44	6,780	2	29,790	8
NEW JERSEY-PRUDENTIAL	56,346	58	43,182	45	508	1	12,656	13
N.Y.-BINGHAMTON B/S	30,235	47	25,604	40	523	1	4,108	6
N.Y.-NEW YORK B/S	91,442	49	80,493	44	3,923	2	7,026	4
NEW YORK-GROUP HEALTH	19,487	79	15,467	62	347	1	3,673	15
PUERTO RICO B/S	9,322	70	5,516	42	1,479	11	2,327	18
PUERTO RICO	9,169	69	5,410	41	1,467	11	2,292	17
VIRGIN ISLANDS	153	718	106	498	12	56	35	164
PHILADELPHIA REGION	164,013	53	132,183	42	2,757	1	29,073	9
MARYLAND B/S	27,126	76	18,950	53	842	2	7,334	21
PENNSYLVANIA B/S	112,261	53	93,220	44	1,268	1	17,773	8
DELAWARE	3,953	31	3,191	25	182	1	580	5
DISTRICT OF COLUMBIA	19,115	70	16,603	61	854	3	1,658	6
PENNSYLVANIA	89,193	51	73,426	42	232	0*	15,535	9
VIRGINIA-TRAVELERS	17,761	42	14,383	34	605	1	2,773	7
WEST VIRGINIA-NATIONWIDE	6,865	34	5,630	28	42	0*	1,193	6
ATLANTA REGION	328,805	67	238,380	49	4,112	1	86,313	18
ALABAMA B/S	15,007	33	13,385	30	246	1	1,376	3
FLORIDA B/S	196,533	93	145,808	69	2,010	1	48,715	23
GEORGIA-PRUDENTIAL	22,353	64	15,444	45	164	0*	6,745	19
KENTUCKY B/S	22,445	58	14,276	37	680	2	7,489	19
MISSISSIPPI-TRAVELERS	11,302	50	9,023	40	226	1	2,053	9
NORTH CAROLINA-PRUDENTIAL	19,791	29	11,473	17	632	1	7,686	11
SOUTH CAROLINA B/S (NON-P&E)	18,352	79	14,108	61	106	0*	4,138	18
TENNESSEE-EQUITABLE	23,022	50	14,863	33	48	0*	8,111	18

* LESS THAN ONE PER THOUSAND

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: DECEMBER, 1986

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	212,294	44	166,977	35	4,728	1	40,589	8
ILLINOIS B/S (HCSC)	47,907	45	38,342	36	467	0*	9,098	9
INDIANA B/S	30,441	58	24,448	47	590	1	5,403	10
MICHIGAN B/S	45,835	39	35,791	30	2,965	3	7,079	6
MINNESOTA B/S	6,539	50	5,507	42	6	0*	1,026	8
MINNESOTA-TRAVELERS	10,850	71	10,074	66	346	2	430	3
OHIO-NATIONWIDE	46,829	38	34,701	28	241	0*	11,887	10
WISCONSIN B/S	23,893	46	18,114	35	113	0*	5,666	11
DALLAS REGION	187,270	82	126,060	55	1,891	1	59,319	26
ARKANSAS B/S	13,429	48	9,489	34	407	1	3,533	13
LA.-ARK. B/S	19,868	45	13,366	31	334	1	6,168	14
NEW MEXICO-AETNA	7,940	74	6,050	56	256	2	1,634	15
OKLAHOMA-AETNA	12,702	45	8,845	31	679	2	3,178	11
TEXAS B/S	133,331	113	88,310	75	215	0*	44,806	38
KANSAS CITY REGION	98,947	80	70,980	57	1,378	1	26,589	21
IOWA B/S	39,849	89	26,314	59	59	0*	13,476	30
IOWA	24,923	82	15,794	52	59	0*	9,070	30
NEBRASKA	14,926	104	10,520	73	0	0	4,406	31
KANSAS B/S	15,190	73	8,343	40	464	2	6,383	31
MISSOURI B/S	15,444	77	12,505	62	534	3	2,405	12
MISSOURI-GENERAL AMERICAN	28,464	74	23,818	62	321	1	4,325	11
DENVER REGION	51,381	90	41,228	72	2,068	4	8,085	14
COLORADO B/S	24,158	98	18,553	75	608	2	4,997	20
MONTANA B/S	4,098	65	2,801	45	73	1	1,224	19
NORTH DAKOTA B/S	8,417	59	6,867	48	388	3	1,162	8
NORTH DAKOTA	4,307	58	3,325	45	388	5	594	8
SOUTH DAKOTA	4,110	60	3,542	52	0	0	568	8
UTAH B/S	12,281	142	10,817	125	805	9	659	8
WYOMING-EQUITABLE	2,427	77	2,190	69	194	6	43	1
SAN FRANCISCO REGION	196,213	58	133,137	39	1,970	1	61,106	18
ARIZONA-NEVADA-AETNA	31,397	68	26,479	57	1,154	3	3,764	8
ARIZONA	27,431	72	23,377	61	1,154	3	2,900	8
NEVADA	3,966	50	3,102	39	0	0	864	11
CALIFORNIA B/S	54,426	41	41,460	31	204	0*	12,762	10
CALIF.-OCCIDENTAL (NON-P&E)	104,942	69	60,767	40	268	0*	43,907	29
HAWAII-AETNA	5,448	64	4,431	52	344	4	673	8

* LESS THAN ONE PER THOUSAND

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: DECEMBER, 1986

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	78,108	96	61,729	76	10,715	13	5,664	7
ALASKA-OREGON-AETNA	22,050	79	20,130	72	494	2	1,426	5
ALASKA	885	91	724	75	0	0	161	17
OREGON	21,165	79	19,406	72	494	2	1,265	5
IDAHO-EQUITABLE	6,939	85	5,948	72	257	3	734	9
WASHINGTON B/S	49,119	110	35,651	79	9,964	22	3,504	8
CLALLAM	971	157	653	105	318	51	0	0
COWLITZ	514	58	304	34	204	23	6	1
GRAYS HARBOR	1,036	116	472	53	535	60	29	3
KING	19,738	101	13,862	71	3,076	16	2,800	14
KITSAP	3,194	164	2,536	130	461	24	197	10
PIERCE	5,866	94	4,742	76	1,098	18	26	0*
SKAGIT	1,565	108	814	56	704	49	47	3
SNOHOMISH	3,268	138	2,520	107	481	20	267	11
SPOKANE	10,471	120	8,012	92	2,396	28	63	1
WALLA WALLA	722	84	489	57	202	23	31	4
WHATCOM	1,774	131	1,247	92	489	36	38	3
RRB-TRAVELERS	57,760	80	45,121	62	146	0*	12,493	17
AETNA	79,537	65	65,935	54	2,927	2	10,675	9
EQUITABLE	32,388	57	23,001	40	499	1	8,888	16
NATIONWIDE	53,694	37	40,331	28	283	0*	13,080	9
PRUDENTIAL	98,490	50	70,099	35	1,304	1	27,087	14
TRAVELERS (RRB EXCLUDED)	39,913	50	33,480	42	1,177	1	5,256	7

* LESS THAN ONE PER THOUSAND

TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: DECEMBER, 1986

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	1,190,487	43	974,575	35	37,761	1	178,151	6
BOSTON REGION	50,244	29	42,176	24	2,280	1	5,788	3
CONNECTICUT-TRAVELERS	15,551	43	13,807	38	388	1	1,356	4
MASSACHUSETTS B/S								
MASSACHUSETTS	18,944	21	15,859	18	999	1	2,086	2
TRI-STATE	11,236	38	8,383	28	531	2	2,322	8
MAINE	3,837	30	2,807	22	250	2	780	6
NEW HAMPSHIRE	5,463	51	4,136	38	235	2	1,092	10
VERMONT	1,936	32	1,440	24	46	1	450	7
RHODE ISLAND B/S	4,513	25	4,127	22	362	2	24	0*
NEW YORK REGION	164,278	43	138,522	36	6,516	2	19,240	5
NEW JERSEY-PRUDENTIAL	45,653	47	36,146	37	508	1	8,999	9
N.Y.-BINGHAMTON B/S	23,110	36	19,971	31	523	1	2,616	4
N.Y.-NEW YORK B/S	71,875	39	64,344	35	3,911	2	3,620	2
NEW YORK-GROUP HEALTH	16,071	65	13,051	53	338	1	2,682	11
PUERTO RICO B/S	7,569	57	5,010	38	1,236	9	1,323	10
PUERTO RICO	7,515	57	4,977	38	1,232	9	1,306	10
VIRGIN ISLANDS	54	254	33	155	4	19	17	80
PHILADELPHIA REGION	123,260	40	110,575	35	2,719	1	9,966	3
MARYLAND B/S	18,690	53	16,286	46	842	2	1,562	4
PENNSYLVANIA B/S	82,798	39	76,821	36	1,255	1	4,722	2
DELAWARE	3,121	25	2,836	22	182	1	103	1
DISTRICT OF COLUMBIA	14,173	52	12,884	47	854	3	435	2
PENNSYLVANIA	65,504	38	61,101	35	219	0*	4,184	2
VIRGINIA-TRAVELERS	16,063	38	12,919	30	594	1	2,550	6
WEST VIRGINIA-NATIONWIDE	5,709	28	4,549	22	28	0*	1,132	6
ATLANTA REGION	236,849	48	198,627	41	4,066	1	34,156	7
ALABAMA B/S	8,940	20	7,529	17	244	1	1,167	3
FLORIDA B/S	152,246	72	130,945	62	2,010	1	19,291	9
GEORGIA-PRUDENTIAL	13,735	40	11,465	33	160	0*	2,110	6
KENTUCKY B/S	14,960	38	11,467	29	653	2	2,840	7
MISSISSIPPI-TRAVELERS	7,733	34	7,094	32	222	1	417	2
NORTH CAROLINA-PRUDENTIAL	12,296	18	8,257	12	632	1	3,407	5
SOUTH CAROLINA B/S (NON-P&E)	13,139	57	11,491	49	106	0*	1,542	7
TENNESSEE-EQUITABLE	13,800	30	10,379	23	39	0*	3,382	7

* LESS THAN ONE PER THOUSAND

TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: DECEMBER, 1986

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	162,322	34	127,846	27	4,615	1	29,861	6
ILLINOIS B/S (HCSC)	40,553	38	32,539	31	463	0*	7,551	7
INDIANA B/S	19,137	36	16,777	32	590	1	1,770	3
MICHIGAN B/S	31,747	27	23,059	19	2,965	3	5,723	5
MINNESOTA B/S	4,038	31	3,325	25	4	0*	709	5
MINNESOTA-TRAVELERS	9,079	60	8,400	55	346	2	333	2
OHIO-NATIONWIDE	41,720	34	30,287	25	137	0*	11,296	9
WISCONSIN B/S	16,048	31	13,459	26	110	0*	2,479	5
DALLAS REGION	111,687	49	86,715	38	1,844	1	23,128	10
ARKANSAS B/S	9,324	33	7,886	28	387	1	1,051	4
LA.-ARK. B/S	13,473	31	10,672	24	334	1	2,467	6
NEW MEXICO-AETNA	5,749	53	4,638	43	250	2	861	8
OKLAHOMA-AETNA	8,519	30	6,117	21	679	2	1,723	6
TEXAS B/S	74,622	63	57,402	49	194	0*	17,026	14
KANSAS CITY REGION	72,244	58	59,852	48	1,373	1	11,019	9
IOWA B/S	26,667	59	20,804	46	54	0*	5,809	13
IOWA	15,569	51	12,109	40	54	0*	3,406	11
NEBRASKA	11,098	77	8,695	60	0	0	2,403	17
KANSAS B/S	8,254	40	6,816	33	464	2	974	5
MISSOURI B/S	12,106	60	10,357	51	534	3	1,215	6
MISSOURI-GENERAL AMERICAN	25,217	66	21,875	57	321	1	3,021	8
DENVER REGION	33,458	58	27,635	48	2,062	4	3,761	7
COLORADO B/S	14,968	60	11,982	48	608	2	2,378	10
MONTANA B/S	2,869	46	2,150	34	70	1	649	10
NORTH DAKOTA B/S	5,422	38	4,485	31	388	3	549	4
NORTH DAKOTA	2,704	36	2,069	28	388	5	247	3
SOUTH DAKOTA	2,718	40	2,416	35	0	0	302	4
UTAH B/S	8,581	99	7,616	88	805	9	160	2
WYOMING-EQUITABLE	1,618	51	1,402	44	191	6	25	1
SAN FRANCISCO REGION	138,439	41	104,894	31	1,750	1	31,795	9
ARIZONA-NEVADA-AETNA	26,214	57	22,450	49	998	2	2,766	6
ARIZONA	23,184	61	19,732	52	998	3	2,454	6
NEVADA	3,030	38	2,718	34	0	0	312	4
CALIFORNIA B/S	37,267	28	32,753	25	203	0*	4,311	3
CALIF.-OCCIDENTAL (NON-P&E)	71,141	47	46,511	31	225	0*	24,405	16
HAWAII-AETNA	3,817	45	3,180	37	324	4	313	4

TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: DECEMBER, 1986

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	60,706	75	46,341	57	10,391	13	3,974	5
ALASKA-OREGON-AETNA	15,160	54	13,730	49	398	1	1,032	4
ALASKA	569	59	425	44	0	0	144	15
OREGON	14,591	54	13,305	49	398	1	888	3
IDAHO-EQUITABLE	4,872	59	3,976	48	257	3	639	8
WASHINGTON B/S	40,674	91	28,635	64	9,736	22	2,303	5
CLALLAM	710	114	418	67	292	47	0	0
COWLITZ	508	58	298	34	204	23	6	1
GRAYS HARBOR	931	104	369	41	535	60	27	3
KING	17,207	88	12,526	64	3,003	15	1,678	9
KITSAP	2,206	113	1,565	80	459	24	182	9
PIERCE	5,127	83	4,005	64	1,098	18	24	0*
SKAGIT	1,433	99	699	48	700	49	34	2
SNOHOMISH	2,437	103	1,708	72	481	20	248	11
SPOKANE	8,368	96	5,982	69	2,324	27	62	1
WALLA WALLA	515	60	340	39	151	17	24	3
WHATCOM	1,232	91	725	54	489	36	18	1
RRB-TRAVELERS	37,000	51	31,392	43	145	0*	5,463	8
AETNA	59,459	49	50,115	41	2,649	2	6,695	5
EQUITABLE	20,290	36	15,757	28	487	1	4,046	7
NATIONWIDE	47,429	33	34,836	24	165	0*	12,428	9
PRUDENTIAL	71,684	36	55,868	28	1,300	1	14,516	7
TRAVELERS (RRB EXCLUDED)	32,875	41	28,413	35	1,162	1	3,300	4

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TABLE 5: NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: DECEMBER, 1986

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	467,570	17	269,732	10	1,071	0*	196,767	7
BOSTON REGION	26,190	15	16,074	9	7	0*	10,109	6
CONNECTICUT-TRAVELERS	2,937	8	2,898	8	0	0	39	0*
MASSACHUSETTS B/S								
MASSACHUSETTS	10,107	11	5,332	6	0	0	4,775	5
TRI-STATE	9,959	33	6,736	23	0	0	3,223	11
MAINE	5,023	39	3,704	29	0	0	1,319	10
NEW HAMPSHIRE	3,404	32	2,115	20	0	0	1,289	12
VERMONT	1,532	25	917	15	0	0	615	10
RHODE ISLAND B/S	3,187	17	1,108	6	7	0*	2,072	11
NEW YORK REGION	42,554	11	31,740	8	264	0*	10,550	3
NEW JERSEY-PRUDENTIAL	10,693	11	7,036	7	0	0	3,657	4
N.Y.-BINGHAMTON B/S	7,125	11	5,633	9	0	0	1,492	2
N.Y.-NEW YORK B/S	19,567	11	16,149	9	12	0*	3,406	2
NEW YORK-GROUP HEALTH	3,416	14	2,416	10	9	0*	991	4
PUERTO RICO B/S	1,753	13	506	4	243	2	1,004	8
PUERTO RICO	1,654	13	433	3	235	2	986	7
VIRGIN ISLANDS	99	465	73	343	8	38	18	85
PHILADELPHIA REGION	40,753	13	21,608	7	38	0*	19,107	6
MARYLAND B/S	8,436	24	2,664	8	0	0	5,772	16
PENNSYLVANIA B/S	29,463	14	16,399	8	13	0*	13,051	6
DELAWARE	832	7	355	3	0	0	477	4
DISTRICT OF COLUMBIA	4,942	18	3,719	14	0	0	1,223	4
PENNSYLVANIA	23,689	14	12,325	7	13	0*	11,351	7
VIRGINIA-TRAVELERS	1,698	4	1,464	3	11	0*	223	1
WEST VIRGINIA-NATIONWIDE	1,156	6	1,081	5	14	0*	61	0*
ATLANTA REGION	91,956	19	39,753	8	46	0*	52,157	11
ALABAMA B/S	6,067	14	5,856	13	2	0*	209	0*
FLORIDA B/S	44,287	21	14,863	7	0	0	29,424	14
GEORGIA-PRUDENTIAL	8,618	25	3,979	11	4	0*	4,635	13
KENTUCKY B/S	7,485	19	2,809	7	27	0*	4,649	12
MISSISSIPPI-TRAVELERS	3,569	16	1,929	9	4	0*	1,636	7
NORTH CAROLINA-PRUDENTIAL	7,495	11	3,216	5	0	0	4,279	6
SOUTH CAROLINA B/S (NON-P&E)	5,213	22	2,617	11	0	0	2,596	11
TENNESSEE-EQUITABLE	9,222	20	4,484	10	9	0*	4,729	10

* LESS THAN ONE PER THOUSAND

TABLE 5: NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: DECEMBER, 1986

CARRIER	TOTAL NUMBER	TOTAL RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	TELEPHONE NUMBER	TELEPHONE RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	WALK-IN NUMBER	WALK-IN RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	WRITTEN NUMBER	WRITTEN RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	49,972	10	39,131	8	113	0*	10,728	2
ILLINOIS B/S (HCSC)	7,354	7	5,803	5	4	0*	1,547	1
INDIANA B/S	11,304	22	7,671	15	0	0	3,633	7
MICHIGAN B/S	14,088	12	12,732	11	0	0	1,356	1
MINNESOTA B/S	2,501	19	2,182	17	2	0*	317	2
MINNESOTA-TRAVELERS	1,771	12	1,674	11	0	0	97	1
OHIO-NATIONWIDE	5,109	4	4,414	4	104	0*	591	0*
WISCONSIN B/S	7,845	15	4,655	9	3	0*	3,187	6
DALLAS REGION	75,583	33	39,345	17	47	0*	36,191	16
ARKANSAS B/S	4,105	15	1,603	6	20	0*	2,482	9
LA.-ARK. B/S	6,395	15	2,694	6	0	0	3,701	8
NEW MEXICO-AETNA	2,191	20	1,412	13	6	0*	773	7
OKLAHOMA-AETNA	4,183	15	2,728	10	0	0	1,455	5
TEXAS B/S	58,709	50	30,908	26	21	0*	27,780	23
KANSAS CITY REGION	26,703	21	11,128	9	5	0*	15,570	13
IOWA B/S	13,182	29	5,510	12	5	0*	7,667	17
IOWA	9,354	31	3,685	12	5	0*	5,664	19
NEBRASKA	3,828	27	1,825	13	0	0	2,003	14
KANSAS B/S	6,936	33	1,527	7	0	0	5,409	26
MISSOURI B/S	3,338	17	2,148	11	0	0	1,190	6
MISSOURI-GENERAL AMERICAN	3,247	8	1,943	5	0	0	1,304	3
DENVER REGION	17,923	31	13,593	24	6	0*	4,324	8
COLORADO B/S	9,190	37	6,571	27	0	0	2,619	11
MONTANA B/S	1,229	20	651	10	3	0*	575	9
NORTH DAKOTA B/S	2,995	21	2,382	17	0	0	613	4
NORTH DAKOTA	1,603	21	1,256	17	0	0	347	5
SOUTH DAKOTA	1,392	20	1,126	16	0	0	266	4
UTAH B/S	3,700	43	3,201	37	0	0	499	6
WYOMING-EQUITABLE	809	26	788	25	3	0*	18	1
SAN FRANCISCO REGION	57,774	17	28,243	8	220	0*	29,311	9
ARIZONA-NEVADA-AETNA	5,183	11	4,029	9	156	0*	998	2
ARIZONA	4,247	11	3,645	10	156	0*	446	1
NEVADA	936	12	384	5	0	0	552	7
CALIFORNIA B/S	17,159	13	8,707	7	1	0*	8,451	6
CALIF.-OCCIDENTAL (NON-P&E)	33,801	22	14,256	9	43	0*	19,502	13
HAWAII-AETNA	1,631	19	1,251	15	20	0*	360	4

* LESS THAN ONE PER THOUSAND

TABLE 5. NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: DECEMBER, 1986

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	17,402	21	15,388	19	324	0*	1,690	2
ALASKA-OREGON-AETNA	6,890	25	6,400	23	96	0*	394	1
ALASKA	316	33	299	31	0	0	17	2
OREGON	6,574	24	6,101	23	96	0*	377	1
IDAHO-EQUITABLE	2,067	25	1,972	24	0	0	95	1
WASHINGTON B/S	8,445	19	7,016	16	228	1	1,201	3
CLALLAM	261	42	235	38	26	4	0	0
COWLITZ	6	1	6	1	0	0	0	0
GRAYS HARBOR	105	12	103	11	0	0	2	0*
KING	2,531	13	1,336	7	73	0*	1,122	6
KITSAP	988	51	971	50	2	0*	15	1
PIERCE	739	12	737	12	0	0	2	0*
SKAGIT	132	9	115	8	4	0*	13	1
SNOHOMISH	831	35	812	34	0	0	19	1
SPOKANE	2,103	24	2,030	23	72	1	1	0*
WALLA WALLA	207	24	149	17	51	6	7	1
WHATCOM	542	40	522	39	0	0	20	1
RRB-TRAVELERS	20,760	29	13,729	19	1	0*	7,030	10
AETNA	20,078	16	15,820	13	278	0*	3,980	3
EQUITABLE	12,098	21	7,244	13	12	0*	4,842	8
NATIONWIDE	6,265	4	5,495	4	118	0*	652	0*
PRUDENTIAL	26,806	13	14,231	7	4	0*	12,571	6
TRAVELERS (RRB EXCLUDED)	7,038	9	5,067	6	15	0*	1,956	2

* LESS THAN ONE PER THOUSAND
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TABLE 6: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: DECEMBER, 1986

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
TOTAL	2,643,211	2,063,954	78.1
BOSTON REGION	231,270	207,311	89.6
CONNECTICUT-TRAVELERS	11,334	11,334	100.0
MASSACHUSETTS B/S			
MASSACHUSETTS	153,410	153,410	100.0
TRI-STATE	42,567	42,567	100.0
MAINE	24,379	24,379	100.0
NEW HAMPSHIRE	10,259	10,259	100.0
VERMONT	7,929	7,929	100.0
RHODE ISLAND B/S	23,959	0	0.0
NEW YORK REGION	80,625	80,625	100.0
NEW JERSEY-PRUDENTIAL	80,625	80,625	100.0
N.Y.-BINGHAMTON B/S	0	0	0.0
N.Y.-NEW YORK B/S	0	0	0.0
NEW YORK-GROUP HEALTH	0	0	0.0
PUERTO RICO B/S	0	0	0.0
PUERTO RICO	0	0	0.0
VIRGIN ISLANDS	0	0	0.0
PHILADELPHIA REGION	124,214	124,214	100.0
MARYLAND B/S	40,741	40,741	100.0
PENNSYLVANIA B/S	20,024	20,024	100.0
DELAWARE	0	0	0.0
DISTRICT OF COLUMBIA	20,024	20,024	100.0
PENNSYLVANIA	0	0	0.0
VIRGINIA-TRAVELERS	63,449	63,449	100.0
WEST VIRGINIA-NATIONWIDE	0	0	0.0
ATLANTA REGION	625,588	597,375	95.5
ALABAMA B/S	50,596	50,596	100.0
FLORIDA B/S	203,807	203,807	100.0
GEORGIA-PRUDENTIAL	98,242	98,242	100.0
KENTUCKY B/S	37,820	9,607	25.4
MISSISSIPPI-TRAVELERS	62,951	62,951	100.0
NORTH CAROLINA-PRUDENTIAL	38,187	38,187	100.0
SOUTH CAROLINA B/S (NON-P&E)	66,640	66,640	100.0
TENNESSEE-EQUITABLE	67,345	67,345	100.0

TABLE 6: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: DECEMBER, 1986

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
CHICAGO REGION	349,401	245,114	70.2
ILLINOIS B/S (HCSC)	0	0	0.0
INDIANA B/S	27,712	27,712	100.0
MICHIGAN B/S	0	0	0.0
MINNESOTA B/S	23,394	23,394	100.0
MINNESOTA-TRAVELERS	23,285	23,285	100.0
OHIO-NATIONWIDE	124,020	124,020	100.0
WISCONSIN B/S	150,990	46,703	30.9
DALLAS REGION	413,079	413,079	100.0
ARKANSAS B/S	51,183	51,183	100.0
LA.-ARK. B/S	100,398	100,398	100.0
NEW MEXICO-AETNA	18,857	18,857	100.0
OKLAHOMA-AETNA	42,960	42,960	100.0
TEXAS B/S	199,681	199,681	100.0
KANSAS CITY REGION	101,425	90,748	89.5
IOWA B/S	41,965	41,965	100.0
IOWA	26,163	26,163	100.0
NEBRASKA	15,802	15,802	100.0
KANSAS B/S	10,028	3,149	31.4
MISSOURI B/S	10,831	7,033	64.9
MISSOURI-GENERAL AMERICAN	38,601	38,601	100.0
DENVER REGION	60,755	56,187	92.5
COLORADO B/S	38,336	38,336	100.0
MONTANA B/S	6,503	6,503	100.0
NORTH DAKOTA B/S	10,859	10,859	100.0
NORTH DAKOTA	3,268	3,268	100.0
SOUTH DAKOTA	7,591	7,591	100.0
UTAH B/S	5,057	489	9.7
WYOMING-EQUITABLE	0	0	0.0
SAN FRANCISCO REGION	614,871	207,318	33.7
ARIZONA-NEVADA-AETNA	0	0	0.0
ARIZONA	0	0	0.0
NEVADA	0	0	0.0
CALIFORNIA B/S	317,362	95,417	30.1
CALIF.-OCCIDENTAL (NON-P&E)	285,880	100,272	35.1
HAWAII-AETNA	11,629	11,629	100.0

TABLE 6: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: DECEMBER, 1986

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
SEATTLE REGION	40,297	40,297	100.0
ALASKA-OREGON-AETNA	0	0	0.0
ALASKA	0	0	0.0
OREGON	0	0	0.0
IDAHO-EQUITABLE	5,756	5,756	100.0
WASHINGTON B/S	34,541	34,541	100.0
CLALLAM	484	484	100.0
COWLITZ	486	486	100.0
GRAYS HARBOR	938	938	100.0
KING	12,073	12,073	100.0
KITSAP	1,126	1,126	100.0
PIERCE	5,916	5,916	100.0
SKAGIT	734	734	100.0
SNOHOMISH	2,216	2,216	100.0
SPOKANE	9,384	9,384	100.0
WALLA WALLA	307	307	100.0
WHATCOM	877	877	100.0
RRB-TRAVELERS	1,686	1,686	100.0
AETNA	73,446	73,446	100.0
EQUITABLE	73,101	73,101	100.0
NATIONWIDE	124,020	124,020	100.0
PRUDENTIAL	217,054	217,054	100.0
TRAVELERS (RRB EXCLUDED)	149,685	149,685	100.0

TABLE 7: PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS 1/
IN DECEMBER, 1986

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	26,138,643	81.9	97.3	99.2	24,811,585	94.9	85.0
BOSTON REGION	1,536,240	75.9	97.1	98.7	1,471,402	95.8	78.7
CONNECTICUT-TRAVELERS	301,362	27.0	99.9	100.0	300,420	99.7	27.0
MASSACHUSETTS B/S							
MASSACHUSETTS	773,267	88.7	96.4	98.4	731,388	94.6	93.0
TRI-STATE	290,305	86.2	95.5	97.9	273,854	94.3	90.6
MAINE	143,421	86.7	96.1	98.3	135,760	94.7	90.9
NEW HAMPSHIRE	95,577	84.9	94.7	97.4	89,337	93.5	89.9
VERMONT	51,307	87.3	95.4	97.8	48,757	95.0	91.0
RHODE ISLAND B/S	171,306	87.1	97.6	98.9	165,740	96.8	90.1
NEW YORK REGION	3,517,889	52.1	94.2	98.4	3,372,882	95.9	54.0
NEW JERSEY-PRUDENTIAL	835,896	76.7	98.2	99.3	810,369	96.9	78.5
N.Y.-BINGHAMTON B/S	620,311	36.4	94.8	99.3	594,303	95.8	37.8
N.Y.-NEW YORK B/S	1,605,981	38.0	90.6	97.3	1,519,964	94.6	40.0
NEW YORK-GROUP HEALTH	346,434	78.6	99.2	99.9	344,483	99.4	78.8
PUERTO RICO B/S	109,267	76.3	96.5	98.4	103,763	95.0	80.3
PUERTO RICO	109,063	76.3	96.5	98.4	103,597	95.0	80.3
VIRGIN ISLANDS	204	61.3	92.6	98.5	166	81.4	74.1
PHILADELPHIA REGION	3,132,940	73.4	96.8	99.0	3,042,399	97.1	75.4
MARYLAND B/S	389,392	62.4	93.6	98.1	381,209	97.9	63.1
PENNSYLVANIA B/S	2,141,950	78.7	96.9	98.9	2,077,605	97.0	81.1
DELAWARE	160,159	93.9	99.4	99.7	158,392	98.9	94.8
DISTRICT OF COLUMBIA	264,298	82.5	97.6	99.2	254,876	96.4	85.5
PENNSYLVANIA	1,717,493	76.7	96.5	98.8	1,664,337	96.9	79.1
VIRGINIA-TRAVELERS	425,169	48.8	98.5	99.7	413,901	97.3	49.8
WEST VIRGINIA-NATIONWIDE	176,429	92.6	98.9	99.8	169,684	96.2	95.7
ATLANTA REGION	4,938,345	86.9	96.5	98.9	4,637,814	93.9	91.8
ALABAMA B/S	459,360	97.7	99.8	99.9	448,521	97.6	98.5
FLORIDA B/S	2,271,500	84.3	94.2	98.1	2,076,932	91.4	92.0
GEORGIA-PRUDENTIAL	412,629	90.0	98.0	99.4	401,223	97.2	92.3
KENTUCKY B/S	319,237	91.9	98.1	99.5	299,909	93.9	96.4
MISSISSIPPI-TRAVELERS	232,129	95.1	98.9	99.8	224,328	96.6	97.3
NORTH CAROLINA-PRUDENTIAL	582,475	81.7	98.0	99.1	539,002	92.5	85.8
SOUTH CAROLINA B/S (NON-P&E)	222,051	64.4	96.9	99.2	221,245	99.6	64.7
TENNESSEE-EQUITABLE	438,964	96.1	99.3	99.9	426,654	97.2	98.5

1/ PPC data for Washington Physicians Service are not available for December 1986.

TABLE 7: PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN DECEMBER, 1986

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	4,586,562	93.5	99.2	99.9	4,478,374	97.6	95.4
ILLINOIS B/S (HCSC)	973,048	95.7	99.9	100.0	959,012	98.6	97.0
INDIANA B/S	521,581	95.2	98.9	99.9	497,680	95.4	99.2
MICHIGAN B/S	1,223,451	94.0	99.0	99.8	1,214,593	99.3	94.6
MINNESOTA B/S	115,290	93.4	98.8	99.9	111,576	96.8	95.3
MINNESOTA-TRAVELERS	155,033	85.1	98.7	99.7	149,250	96.3	87.9
OHIO-NATIONWIDE	1,085,908	92.1	98.8	99.8	1,038,698	95.7	95.4
WISCONSIN B/S	512,251	92.2	99.7	100.0	507,565	99.1	92.6
DALLAS REGION	2,327,157	90.4	98.7	99.7	2,113,179	90.8	95.6
ARKANSAS B/S	276,118	93.0	99.1	99.8	238,965	86.5	98.5
LA.-ARK. B/S	417,267	90.3	98.0	99.5	350,109	83.9	99.7
NEW MEXICO-AETNA	107,026	87.9	96.6	99.4	94,873	88.6	92.0
OKLAHOMA-AETNA	274,830	71.7	98.5	99.7	250,702	91.2	74.3
TEXAS B/S	1,251,916	94.2	99.2	99.9	1,178,530	94.1	98.6
KANSAS CITY REGION	1,372,737	84.1	97.2	99.3	1,295,612	94.4	87.9
IOWA B/S	483,199	78.8	96.2	99.1	458,585	94.9	82.2
IOWA	328,917	80.0	96.8	99.3	314,188	95.5	82.9
NEBRASKA	154,282	76.1	95.0	98.7	144,397	93.6	80.5
KANSAS B/S	212,893	94.7	99.2	99.7	201,552	94.7	96.6
MISSOURI B/S	215,434	88.7	98.4	99.7	206,337	95.8	92.2
MISSOURI-GENERAL AMERICAN	461,211	82.7	96.8	99.1	429,138	93.0	87.9
DENVER REGION	599,177	85.2	97.7	99.4	506,681	84.6	91.3
COLORADO B/S	265,748	79.1	96.7	99.1	244,532	92.0	85.0
MONTANA B/S	70,858	90.5	98.3	99.5	47,600	67.2	97.8
NORTH DAKOTA B/S	141,346	95.4	99.6	100.0	134,052	94.8	98.0
NORTH DAKOTA	74,178	95.7	99.6	100.0	70,759	95.4	97.9
SOUTH DAKOTA	67,168	95.0	99.5	100.0	63,293	94.2	98.0
UTAH B/S	91,437	84.4	97.2	99.3	55,193	60.4	96.0
WYOMING-EQUITABLE	29,788	82.2	99.0	99.9	25,304	84.9	95.0
SAN FRANCISCO REGION	3,062,018	91.3	98.1	99.3	2,865,203	93.6	95.1
ARIZONA-NEVADA-AETNA	405,019	92.2	98.5	99.6	354,347	87.5	96.1
ARIZONA	334,884	92.2	98.7	99.6	292,221	87.3	96.0
NEVADA	70,135	91.9	97.4	99.3	62,126	88.6	96.7
CALIFORNIA B/S	1,212,850	89.2	97.4	98.9	1,119,844	92.3	94.8
CALIF.-OCCIDENTAL (NON-P&E)	1,358,986	92.7	98.7	99.6	1,319,478	97.1	94.9
HAWAII-AETNA	85,163	95.2	98.3	99.3	71,534	84.0	98.6

TABLE 7: PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN DECEMBER, 1986

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	338,710	95.9	99.6	99.9	318,015	93.9	97.7
ALASKA-OREGON-AETNA	273,087	95.2	99.5	99.9	255,104	93.4	97.3
ALASKA	10,365	95.3	99.0	99.9	9,587	92.5	98.6
OREGON	262,722	95.2	99.5	99.9	245,517	93.5	97.2
IDAHO-EQUITABLE	65,623	98.7	99.8	100.0	62,911	95.9	99.7
RRB-TRAVELERS	726,868	86.2	99.2	99.9	710,024	97.7	87.5
AETNA	1,145,125	87.8	98.5	99.7	1,026,560	89.6	90.9
EQUITABLE	534,375	95.6	99.3	99.9	514,869	96.3	98.5
NATIONWIDE	1,262,337	92.2	98.8	99.8	1,208,382	95.7	95.5
PRUDENTIAL	1,831,000	81.3	98.1	99.3	1,750,594	95.6	83.9
TRAVELERS (RRB EXCLUDED)	812,331	69.0	98.6	99.7	787,479	96.9	70.5

TABLE 8: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS 1/
IN DECEMBER, 1986

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	17,798,621	83.8	97.6	99.3	17,061,851	95.9	86.3
BOSTON REGION	1,272,179	80.1	97.2	98.7	1,219,467	95.9	83.1
CONNECTICUT-TRAVELERS	195,940	37.2	99.9	100.0	195,588	99.8	37.3
MASSACHUSETTS B/S							
MASSACHUSETTS	729,988	89.1	96.8	98.6	693,122	94.9	93.0
TRI-STATE	187,238	84.7	95.4	97.8	176,791	94.4	89.0
MAINE	106,352	85.5	96.0	98.3	100,636	94.6	89.7
NEW HAMPSHIRE	49,613	82.6	94.3	97.1	46,515	93.8	87.4
VERMONT	31,273	85.4	95.1	97.6	29,640	94.8	89.2
RHODE ISLAND B/S	159,013	86.7	97.6	98.9	153,966	96.8	89.5
NEW YORK REGION	2,554,339	56.3	94.3	98.5	2,464,155	96.5	58.1
NEW JERSEY-PRUDENTIAL	521,265	74.5	98.4	99.3	509,459	97.7	75.9
N.Y.-BINGHAMTON B/S	469,455	43.6	96.6	99.5	457,493	97.5	44.5
N.Y.-NEW YORK B/S	1,197,362	46.1	90.4	97.4	1,136,676	94.9	48.3
NEW YORK-GROUP HEALTH	270,368	81.3	99.1	99.9	269,462	99.7	81.5
PUERTO RICO B/S	95,889	76.2	96.3	98.3	91,065	95.0	80.2
PUERTO RICO	95,816	76.2	96.3	98.3	91,004	95.0	80.2
VIRGIN ISLANDS	73	63.0	89.0	98.6	61	83.6	75.4
PHILADELPHIA REGION	2,532,458	79.7	97.1	99.1	2,465,503	97.4	81.7
MARYLAND B/S	307,326	64.6	94.5	98.5	302,058	98.3	65.1
PENNSYLVANIA B/S	1,829,661	84.4	97.1	99.0	1,777,917	97.2	86.7
DELAWARE	145,299	93.6	99.4	99.7	144,010	99.1	94.4
DISTRICT OF COLUMBIA	219,134	90.7	97.9	99.3	211,995	96.7	93.6
PENNSYLVANIA	1,465,228	82.5	96.7	98.9	1,421,912	97.0	84.9
VIRGINIA-TRAVELERS	269,751	59.3	99.0	99.8	264,071	97.9	60.2
WEST VIRGINIA-NATIONWIDE	125,720	92.9	99.0	99.9	121,457	96.6	95.6
ATLANTA REGION	3,264,603	89.5	97.5	99.2	3,127,939	95.8	92.8
ALABAMA B/S	347,451	97.8	99.8	99.9	341,629	98.3	98.5
FLORIDA B/S	1,395,667	87.6	95.7	98.6	1,317,376	94.4	92.6
GEORGIA-PRUDENTIAL	297,458	89.5	98.1	99.4	290,213	97.6	91.4
KENTUCKY B/S	207,539	94.5	98.6	99.6	197,217	95.0	97.9
MISSISSIPPI-TRAVELERS	159,347	96.5	99.1	99.8	154,674	97.1	98.2
NORTH CAROLINA-PRUDENTIAL	428,054	85.4	98.7	99.5	404,387	94.5	88.4
SOUTH CAROLINA B/S (NON-P&E)	140,897	72.1	97.9	99.5	140,871	100.0	72.1
TENNESSEE-EQUITABLE	288,190	96.2	99.4	99.9	281,572	97.7	98.2

1/ PPC data for Washington Physicians Service are not available for December 1986.

TABLE 8: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN DECEMBER, 1986

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	2,952,758	94.4	99.3	99.9	2,907,149	98.5	95.6
ILLINOIS B/S (HCSC)	583,758	96.3	99.9	100.0	581,962	99.7	96.6
INDIANA B/S	279,429	96.5	99.0	99.9	270,220	96.7	99.3
MICHIGAN B/S	1,075,462	94.4	99.0	99.8	1,068,489	99.4	94.9
MINNESOTA B/S	40,362	92.5	98.9	99.9	38,856	96.3	94.8
MINNESOTA-TRAVELERS	75,713	88.7	98.9	99.8	73,225	96.7	91.0
OHIO-NATIONWIDE	626,406	93.5	99.1	99.9	604,403	96.5	96.2
WISCONSIN B/S	271,628	91.9	99.7	99.9	269,994	99.4	92.2
DALLAS REGION	1,464,018	92.5	99.1	99.8	1,336,687	91.3	97.0
ARKANSAS B/S	205,820	93.0	99.1	99.8	178,485	86.7	98.3
LA.-ARK. B/S	295,269	91.7	98.8	99.8	251,700	85.2	99.8
NEW MEXICO-AETNA	66,411	87.2	96.6	99.4	58,676	88.4	90.9
OKLAHOMA-AETNA	128,506	79.2	98.8	99.8	117,106	91.1	82.0
TEXAS B/S	768,012	95.5	99.5	99.9	730,720	95.1	98.6
KANSAS CITY REGION	746,551	83.8	97.2	99.2	712,064	95.4	87.0
IOWA B/S	223,417	75.1	95.6	99.0	214,868	96.2	77.6
IOWA	159,522	75.7	96.0	99.1	153,895	96.5	78.0
NEBRASKA	63,895	73.6	94.7	98.7	60,973	95.4	76.7
KANSAS B/S	142,749	94.7	99.3	99.7	137,264	96.2	96.2
MISSOURI B/S	148,334	88.9	98.9	99.8	144,391	97.3	91.2
MISSOURI-GENERAL AMERICAN	232,051	82.0	96.3	98.9	215,541	92.9	87.7
DENVER REGION	300,962	86.1	97.7	99.4	255,354	84.8	92.1
COLORADO B/S	147,579	82.4	96.8	99.1	137,070	92.9	87.9
MONTANA B/S	29,329	89.8	98.4	99.5	20,806	70.9	97.7
NORTH DAKOTA B/S	54,776	94.8	99.6	100.0	52,410	95.7	97.4
NORTH DAKOTA	30,277	95.2	99.6	100.0	29,077	96.0	97.4
SOUTH DAKOTA	24,499	94.4	99.6	100.0	23,333	95.2	97.4
UTAH B/S	57,813	85.9	97.7	99.5	35,452	61.3	95.8
WYOMING-EQUITABLE	11,465	83.7	99.0	99.9	9,616	83.9	97.9
SAN FRANCISCO REGION	2,118,637	91.8	98.4	99.5	1,999,539	94.4	94.9
ARIZONA-NEVADA-AETNA	237,411	91.6	98.6	99.6	210,361	88.6	94.9
ARIZONA	181,229	91.4	98.9	99.7	160,133	88.4	94.4
NEVADA	56,182	92.3	97.7	99.4	50,228	89.4	96.5
CALIFORNIA B/S	848,457	89.9	97.7	99.1	787,098	92.8	95.1
CALIF.-OCCIDENTAL (NON-P&E)	973,540	93.2	99.0	99.7	952,302	97.8	94.7
HAWAII-AETNA	59,229	95.4	98.5	99.4	49,778	84.0	98.5

TABLE 8: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN DECEMBER, 1986

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	145,020	95.5	99.6	99.9	136,270	94.0	97.0
ALASKA-OREGON-AETNA	124,088	95.0	99.6	99.9	116,190	93.6	96.5
ALASKA	6,577	96.0	99.1	99.9	6,179	93.9	98.7
OREGON	117,511	94.9	99.7	99.9	110,011	93.6	96.4
IDAHO-EQUITABLE	20,932	98.4	99.7	100.0	20,080	95.9	99.5
RRB-TRAVELERS	447,096	91.9	99.6	99.9	437,724	97.9	92.9
AETNA	615,645	89.6	98.6	99.7	552,111	89.7	92.4
EQUITABLE	320,587	95.9	99.4	99.9	311,268	97.1	98.3
NATIONWIDE	752,126	93.4	99.1	99.9	725,860	96.5	96.1
PRUDENTIAL	1,246,777	81.8	98.5	99.4	1,204,059	96.6	83.8
TRAVELERS (RRB EXCLUDED)	504,811	75.5	99.0	99.8	491,970	97.5	76.7

TABLE 9. PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS 1/ IN DECEMBER, 1986

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	13,535,405	83.7	97.7	99.3	12,997,438	96.0	86.0
BOSTON REGION	1,045,031	80.4	97.2	98.8	1,003,341	96.0	83.2
CONNECTICUT-TRAVELERS	140,816	29.4	99.9	100.0	140,543	99.8	29.5
MASSACHUSETTS B/S							
MASSACHUSETTS	605,516	89.2	96.9	98.6	576,665	95.2	93.0
TRI-STATE	162,346	86.4	95.9	98.0	154,255	95.0	90.2
MAINE	93,462	87.4	96.5	98.4	89,057	95.3	91.1
NEW HAMPSHIRE	40,880	84.0	94.7	97.4	38,528	94.2	88.3
VERMONT	28,004	86.3	95.5	97.7	26,670	95.2	89.7
RHODE ISLAND B/S	136,353	86.6	97.5	98.9	131,878	96.7	89.5
NEW YORK REGION	1,914,631	53.7	94.3	98.6	1,851,206	96.7	55.4
NEW JERSEY-PRUDENTIAL	310,417	70.6	98.2	99.1	301,409	97.1	72.2
N.Y.-BINGHAMTON B/S	413,064	44.8	97.0	99.5	405,092	98.1	45.6
N.Y.-NEW YORK B/S	906,314	43.4	90.4	97.6	863,781	95.3	45.4
NEW YORK-GROUP HEALTH	213,853	82.3	99.1	99.9	213,101	99.6	82.4
PUERTO RICO B/S	70,983	77.5	96.9	98.7	67,823	95.5	81.1
PUERTO RICO	70,916	77.5	96.9	98.7	67,768	95.6	81.1
VIRGIN ISLANDS	67	61.2	88.1	98.5	55	82.1	74.5
PHILADELPHIA REGION	1,972,346	80.4	97.2	99.1	1,920,797	97.4	82.4
MARYLAND B/S	253,675	62.8	94.2	98.5	250,011	98.6	63.2
PENNSYLVANIA B/S	1,370,533	86.1	97.3	99.0	1,329,831	97.0	88.6
DELAWARE	38,184	96.0	98.6	99.2	37,402	98.0	97.7
DISTRICT OF COLUMBIA	150,684	89.6	97.5	99.2	145,073	96.3	92.9
PENNSYLVANIA	1,181,665	85.3	97.2	99.0	1,147,356	97.1	87.8
VIRGINIA-TRAVELERS	241,135	61.0	99.2	99.8	236,761	98.2	61.8
WEST VIRGINIA-NATIONWIDE	107,003	93.1	99.3	99.9	104,194	97.4	95.2
ATLANTA REGION	2,383,639	88.7	97.4	99.2	2,282,894	95.8	92.1
ALABAMA B/S	283,183	98.1	99.8	99.9	278,741	98.4	98.7
FLORIDA B/S	1,076,228	87.4	95.7	98.6	1,017,132	94.5	92.3
GEORGIA-PRUDENTIAL	231,243	92.1	98.2	99.4	226,458	97.9	93.9
KENTUCKY B/S	139,530	94.8	98.8	99.6	134,113	96.1	97.7
MISSISSIPPI-TRAVELERS	129,848	97.1	99.3	99.8	126,870	97.7	98.2
NORTH CAROLINA-PRUDENTIAL	185,362	70.0	97.4	98.9	166,622	89.9	75.1
SOUTH CAROLINA B/S (NON-P&E)	126,670	73.5	98.4	99.6	126,661	100.0	73.5
TENNESSEE-EQUITABLE	211,575	96.0	99.3	99.9	206,297	97.5	98.2

1/ PPC data for Washington Physicians Service are not available for December 1986.

TABLE 9: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN DECEMBER, 1986

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	2,235,922	95.0	99.5	99.9	2,209,051	98.8	95.9
ILLINOIS B/S (HCSC)	412,663	96.2	100.0	100.0	412,026	99.8	96.3
INDIANA B/S	206,811	97.1	99.2	99.9	201,709	97.5	99.2
MICHIGAN B/S	828,590	95.6	99.5	99.9	823,306	99.4	96.1
MINNESOTA B/S	31,399	94.6	99.4	99.9	30,554	97.3	96.2
MINNESOTA-TRAVELERS	61,778	93.6	99.3	99.8	60,172	97.4	95.3
OHIO-NATIONWIDE	470,264	93.5	99.3	99.9	457,744	97.3	95.6
WISCONSIN B/S	224,417	92.4	99.7	100.0	223,540	99.6	92.6
DALLAS REGION	1,132,999	92.5	99.2	99.9	1,035,736	91.4	96.9
ARKANSAS B/S	175,187	93.3	99.4	99.8	153,219	87.5	98.3
LA.-ARK. B/S	254,665	91.5	98.9	99.8	215,832	84.8	99.8
NEW MEXICO-AETNA	49,439	87.8	96.9	99.4	44,210	89.4	91.1
OKLAHOMA-AETNA	93,593	77.1	98.9	99.8	84,809	90.6	80.1
TEXAS B/S	560,115	95.7	99.5	99.9	537,666	96.0	98.5
KANSAS CITY REGION	596,653	85.0	97.6	99.3	572,265	95.9	88.0
IOWA B/S	177,293	77.1	96.8	99.3	171,825	96.9	79.1
IOWA	126,530	77.9	97.2	99.5	123,040	97.2	79.6
NEBRASKA	50,763	75.1	95.7	98.9	48,785	96.1	77.7
KANSAS B/S	126,398	94.5	99.3	99.6	121,922	96.5	95.9
MISSOURI B/S	118,392	88.7	98.9	99.8	116,073	98.0	90.3
MISSOURI-GENERAL AMERICAN	174,570	83.9	96.3	98.9	162,445	93.1	89.9
DENVER REGION	213,211	87.8	98.0	99.5	179,120	84.0	93.8
COLORADO B/S	104,540	85.9	97.5	99.3	97,698	93.5	90.9
MONTANA B/S	22,768	89.9	98.3	99.5	15,239	66.9	98.0
NORTH DAKOTA B/S	33,593	94.7	99.6	100.0	32,022	95.3	97.3
NORTH DAKOTA	20,713	95.2	99.6	100.0	19,838	95.8	97.4
SOUTH DAKOTA	12,880	93.8	99.6	100.0	12,184	94.6	97.1
UTAH B/S	44,475	86.7	97.8	99.5	27,622	62.1	96.5
WYOMING-EQUITABLE	7,835	83.4	99.2	99.9	6,539	83.5	99.6
SAN FRANCISCO REGION	1,593,706	92.2	98.6	99.5	1,509,000	94.7	95.1
ARIZONA-NEVADA-AETNA	159,178	91.6	98.6	99.6	138,809	87.2	95.1
ARIZONA	114,959	91.2	98.7	99.7	99,306	86.4	94.5
NEVADA	44,219	92.6	98.3	99.5	39,503	89.3	96.5
CALIFORNIA B/S	651,001	90.3	97.9	99.2	606,189	93.1	95.1
CALIF.-OCCIDENTAL (NON-P&E)	735,589	93.9	99.2	99.8	723,479	98.4	95.0
HAWAII-AETNA	47,938	95.6	98.5	99.4	40,523	84.5	98.4

TABLE 9: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN DECEMBER, 1986

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	101,094	95.2	99.6	99.9	94,392	93.4	97.0
ALASKA-OREGON-AETNA	85,835	94.6	99.6	99.9	79,852	93.0	96.5
ALASKA	5,737	95.9	99.1	99.9	5,388	93.9	98.6
OREGON	80,098	94.5	99.6	99.9	74,464	93.0	96.4
IDAHO-EQUITABLE	15,259	98.3	99.6	100.0	14,540	95.3	99.5
RRB-TRAVELERS	346,173	92.2	99.7	99.9	339,636	98.1	93.0
AETNA	435,983	89.1	98.7	99.7	388,203	89.0	92.0
EQUITABLE	234,669	95.7	99.4	99.9	227,376	96.9	98.3
NATIONWIDE	577,267	93.5	99.3	99.9	561,938	97.3	95.5
PRUDENTIAL	727,022	77.3	98.0	99.2	694,489	95.5	80.0
TRAVELERS (RRB EXCLUDED)	432,761	76.5	99.3	99.8	423,803	97.9	77.5

TABLE 10: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS 1/ IN DECEMBER, 1986

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	4,263,216	84.3	97.2	99.2	4,064,413	95.3	87.2
BOSTON REGION	227,148	79.0	96.8	98.7	216,126	95.1	82.3
CONNECTICUT-TRAVELERS	55,124	57.1	99.8	100.0	55,045	99.9	57.1
MASSACHUSETTS B/S							
MASSACHUSETTS	124,472	88.2	96.1	98.4	116,457	93.6	93.1
TRI-STATE	24,892	74.1	92.1	96.7	22,536	90.5	81.1
MAINE	12,890	71.8	92.2	97.3	11,579	89.8	79.0
NEW HAMPSHIRE	8,733	75.9	92.3	95.9	7,987	91.5	82.6
VERMONT	3,269	78.0	91.5	96.4	2,970	90.9	85.3
RHODE ISLAND B/S	22,660	87.6	98.0	99.0	22,088	97.5	89.8
NEW YORK REGION	639,708	63.9	94.4	98.1	612,949	95.8	66.3
NEW JERSEY-PRUDENTIAL	210,848	80.3	98.7	99.4	208,050	98.7	81.1
N.Y.-BINGHAMTON B/S	56,391	34.3	93.2	99.1	52,401	92.9	36.0
N.Y.-NEW YORK B/S	291,048	54.3	90.5	96.7	272,895	93.8	57.6
NEW YORK-GROUP HEALTH	56,515	77.7	99.2	99.9	56,361	99.7	77.9
PUERTO RICO B/S	24,906	72.4	94.4	96.9	23,242	93.3	77.5
PUERTO RICO	24,900	72.4	94.4	96.9	23,236	93.3	77.5
VIRGIN ISLANDS	6	83.3	100.0	100.0	6	100.0	83.3
PHILADELPHIA REGION	560,112	77.3	96.5	99.0	544,706	97.2	79.2
MARYLAND B/S	53,651	73.0	96.0	98.6	52,047	97.0	74.5
PENNSYLVANIA B/S	459,128	79.2	96.5	98.9	448,086	97.6	81.1
DELAWARE	107,115	92.8	99.7	99.9	106,608	99.5	93.2
DISTRICT OF COLUMBIA	68,450	93.2	98.6	99.6	66,922	97.8	95.2
PENNSYLVANIA	283,563	70.7	94.8	98.4	274,556	96.8	73.0
VIRGINIA-TRAVELERS	28,616	44.8	96.7	99.6	27,310	95.4	45.8
WEST VIRGINIA-NATIONWIDE	18,717	91.8	97.5	99.7	17,263	92.2	97.9
ATLANTA REGION	880,964	91.6	97.8	99.4	845,045	95.9	94.7
ALABAMA B/S	64,268	96.8	99.8	99.9	62,888	97.9	97.7
FLORIDA B/S	319,439	88.2	95.6	98.7	300,244	94.0	93.8
GEORGIA-PRUDENTIAL	66,215	80.3	97.7	99.6	63,755	96.3	82.8
KENTUCKY B/S	68,009	94.0	98.0	99.6	63,104	92.8	98.4
MISSISSIPPI-TRAVELERS	29,499	93.8	98.3	99.8	27,804	94.3	98.0
NORTH CAROLINA-PRUDENTIAL	242,692	97.2	99.7	99.9	237,765	98.0	97.8
SOUTH CAROLINA B/S (NON-P&E)	14,227	60.1	93.3	98.6	14,210	99.9	60.2
TENNESSEE-EQUITABLE	76,615	96.9	99.5	99.9	75,275	98.3	98.3

1/ PPC data for Washington Physicians Service are not available for December 1986.

TABLE 10: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN DECEMBER, 1986

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	716,836	92.3	98.5	99.8	698,098	97.4	94.3
ILLINOIS B/S (HCSC)	171,095	96.5	99.9	100.0	169,936	99.3	97.1
INDIANA B/S	72,618	94.7	98.5	99.8	68,511	94.3	99.6
MICHIGAN B/S	246,872	90.2	97.4	99.5	245,183	99.3	90.8
MINNESOTA B/S	8,963	85.3	97.3	99.9	8,302	92.6	89.4
MINNESOTA-TRAVELERS	13,935	66.8	97.2	99.5	13,053	93.7	70.9
OHIO-NATIONWIDE	156,142	93.6	98.4	99.9	146,659	93.9	98.0
WISCONSIN B/S	47,211	89.6	99.6	99.9	46,454	98.4	90.4
DALLAS REGION	331,019	92.6	98.7	99.7	300,951	90.9	97.3
ARKANSAS B/S	30,633	90.9	97.3	99.5	25,266	82.5	98.5
LA.-ARK. B/S	40,604	92.5	97.7	99.5	35,868	88.3	99.6
NEW MEXICO-AETNA	16,972	85.4	95.8	99.2	14,466	85.2	90.3
OKLAHOMA-AETNA	34,913	84.8	98.4	99.8	32,297	92.5	87.2
TEXAS B/S	207,897	94.8	99.4	99.9	193,054	92.9	99.0
KANSAS CITY REGION	149,898	78.6	95.5	98.8	139,799	93.3	82.9
IOWA B/S	46,124	67.4	91.2	97.6	43,043	93.3	71.6
IOWA	32,992	67.3	91.4	97.5	30,855	93.5	71.4
NEBRASKA	13,132	67.7	90.7	97.7	12,188	92.8	72.4
KANSAS B/S	16,351	96.5	99.5	99.8	15,342	93.8	98.3
MISSOURI B/S	29,942	90.1	98.6	99.8	28,318	94.6	94.8
MISSOURI-GENERAL AMERICAN	57,481	76.5	96.3	99.0	53,096	92.4	81.1
DENVER REGION	87,751	82.1	96.9	99.1	76,234	86.9	88.1
COLORADO B/S	43,039	73.9	95.1	98.5	39,372	91.5	80.3
MONTANA B/S	6,561	89.5	98.6	99.6	5,567	84.8	96.8
NORTH DAKOTA B/S	21,183	95.1	99.6	100.0	20,388	96.2	97.6
NORTH DAKOTA	9,564	95.4	99.6	100.0	9,239	96.6	97.4
SOUTH DAKOTA	11,619	95.0	99.7	100.0	11,149	96.0	97.8
UTAH B/S	13,338	83.6	97.2	99.1	7,830	58.7	93.3
WYOMING-EQUITABLE	3,630	84.1	98.5	99.8	3,077	84.8	94.3
SAN FRANCISCO REGION	524,931	90.3	98.0	99.3	490,539	93.4	94.3
ARIZONA-NEVADA-AETNA	78,233	91.6	98.6	99.6	71,552	91.5	94.5
ARIZONA	66,270	91.7	99.2	99.7	60,827	91.8	94.2
NEVADA	11,963	91.3	95.5	98.9	10,725	89.7	96.7
CALIFORNIA B/S	197,456	88.9	97.2	98.8	180,909	91.6	94.9
CALIF.-OCCIDENTAL (NON-P&E)	237,951	90.8	98.3	99.7	228,823	96.2	93.6
HAWAII-AETNA	11,291	94.3	98.5	99.3	9,255	82.0	98.8

TABLE 10: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN DECEMBER, 1986

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	43,926	96.2	99.7	100.0	41,878	95.3	97.0
ALASKA-OREGON-AETNA	38,253	95.8	99.7	100.0	36,338	95.0	96.6
ALASKA	840	96.8	99.4	100.0	791	94.2	98.9
OREGON	37,413	95.8	99.7	100.0	35,547	95.0	96.6
IDAHO-EQUITABLE	5,673	98.5	99.8	100.0	5,540	97.7	99.8
RRB-TRAVELERS	100,923	90.7	99.1	99.9	98,088	97.2	92.3
AETNA	179,662	90.8	98.5	99.7	163,908	91.2	93.4
EQUITABLE	85,918	96.4	99.4	99.9	83,892	97.6	98.3
NATIONWIDE	174,859	93.4	98.3	99.9	163,922	93.7	98.0
PRUDENTIAL	519,755	88.2	99.1	99.7	509,570	98.0	89.1
TRAVELERS (RRB EXCLUDED)	72,050	69.1	97.4	99.7	68,167	94.6	71.9

TABLE 11: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN DECEMBER, 1986 1/

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	1,200,813	73.4	94.9	98.5	1,104,907	92.0	78.0
BOSTON REGION	46,792	69.8	94.2	97.8	41,929	89.6	75.6
CONNECTICUT-TRAVELERS	7,967	24.4	99.9	100.0	7,920	99.4	24.5
MASSACHUSETTS B/S							
MASSACHUSETTS	24,756	86.1	93.6	97.6	21,738	87.8	94.0
TRI-STATE	12,242	66.3	91.5	96.7	10,846	88.6	74.3
MAINE	6,578	65.1	92.2	97.1	5,822	88.5	72.8
NEW HAMPSHIRE	3,265	61.9	90.2	96.3	2,880	88.2	70.0
VERMONT	2,399	75.6	91.2	96.1	2,144	89.4	84.2
RHODE ISLAND B/S	1,827	70.1	95.7	97.9	1,425	78.0	89.9
NEW YORK REGION	155,639	49.6	93.7	97.5	146,638	94.2	52.2
NEW JERSEY-PRUDENTIAL	29,564	48.8	95.5	99.1	29,123	98.5	49.4
N.Y.-BINGHAMTON B/S	22,048	28.2	86.9	98.6	18,705	84.8	31.0
N.Y.-NEW YORK B/S	67,284	42.4	93.6	96.1	63,277	94.0	44.7
NEW YORK-GROUP HEALTH	22,707	84.5	98.9	99.9	22,671	99.8	84.5
PUERTO RICO B/S	14,036	63.4	92.3	95.5	12,862	91.6	69.1
PUERTO RICO	14,036	63.4	92.3	95.5	12,862	91.6	69.1
VIRGIN ISLANDS	0	0.0	0.0	0.0	0	0.0	0.0
PHILADELPHIA REGION	190,465	58.9	93.5	98.3	183,117	96.1	60.9
MARYLAND B/S	13,433	54.2	94.2	97.7	12,315	91.7	57.2
PENNSYLVANIA B/S	151,765	59.5	93.1	98.1	147,255	97.0	61.3
DELAWARE	3,951	90.1	94.2	97.2	3,791	96.0	93.7
DISTRICT OF COLUMBIA	8,369	87.0	97.1	98.7	8,138	97.2	89.4
PENNSYLVANIA	139,445	57.0	92.8	98.1	135,326	97.0	58.7
VIRGINIA-TRAVELERS	15,767	38.4	95.5	99.4	15,032	95.3	39.7
WEST VIRGINIA-NATIONWIDE	9,500	89.1	96.3	99.5	8,515	89.6	97.4
ATLANTA REGION	196,732	81.8	93.9	98.2	178,311	90.6	89.3
ALABAMA B/S	19,115	93.2	99.9	100.0	18,753	98.1	94.1
FLORIDA B/S	88,915	74.9	89.7	96.6	77,228	86.9	86.0
GEORGIA-PRUDENTIAL	21,500	88.1	97.4	99.6	19,928	92.7	93.4
KENTUCKY B/S	13,114	81.0	92.8	98.7	10,570	80.6	95.7
MISSISSIPPI-TRAVELERS	9,028	84.8	95.4	99.8	7,953	88.1	95.4
NORTH CAROLINA-PRUDENTIAL	15,798	92.2	98.7	99.1	14,819	93.8	94.2
SOUTH CAROLINA B/S (NON-P&E)	8,652	56.4	93.7	98.7	8,651	100.0	56.5
TENNESSEE-EQUITABLE	20,610	96.8	99.3	99.9	20,409	99.0	97.6

1/ PPC data for Washington Physicians Service are not available for December 1986.

TABLE 11: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN DECEMBER, 1986

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	223,449	84.3	96.2	99.3	211,108	94.5	88.3
ILLINOIS B/S (HCSC)	49,642	96.0	99.9	100.0	48,812	98.3	97.5
INDIANA B/S	25,245	91.2	97.6	99.7	22,794	90.3	99.5
MICHIGAN B/S	63,827	73.9	91.7	98.1	63,058	98.8	74.8
MINNESOTA B/S	2,276	58.3	92.9	99.8	1,948	85.6	66.6
MINNESOTA-TRAVELERS	6,575	43.7	95.0	99.3	5,858	89.1	48.7
OHIO-NATIONWIDE	58,178	87.8	96.7	99.7	51,490	88.5	96.5
WISCONSIN B/S	17,706	86.0	99.4	99.9	17,148	96.8	87.7
DALLAS REGION	114,321	90.2	98.0	99.6	99,675	87.2	96.5
ARKANSAS B/S	17,025	89.9	97.3	99.3	12,997	76.3	98.9
LA.-ARK. B/S	9,756	84.7	95.8	99.2	7,284	74.7	99.6
NEW MEXICO-AETNA	8,322	77.5	93.8	98.7	6,672	80.2	84.0
OKLAHOMA-AETNA	8,792	80.4	96.7	99.8	7,657	87.1	84.7
TEXAS B/S	70,426	93.8	99.1	99.8	65,065	92.4	98.3
KANSAS CITY REGION	50,924	60.0	90.2	97.4	45,617	89.6	66.1
IOWA B/S	24,271	51.1	85.0	95.8	22,075	91.0	55.6
IOWA	17,004	51.6	85.1	95.6	15,486	91.1	56.0
NEBRASKA	7,267	50.1	84.7	96.4	6,589	90.7	54.7
KANSAS B/S	4,507	96.4	99.5	99.8	4,228	93.8	98.5
MISSOURI B/S	10,480	86.5	97.3	99.7	9,346	89.2	96.2
MISSOURI-GENERAL AMERICAN	11,666	40.6	91.2	97.5	9,968	85.4	47.4
DENVER REGION	34,784	65.8	95.2	98.5	28,588	82.2	72.1
COLORADO B/S	20,305	56.5	93.9	98.0	18,544	91.3	61.5
MONTANA B/S	3,471	87.9	98.2	99.6	3,003	86.5	96.7
NORTH DAKOTA B/S	2,748	84.5	99.0	100.0	2,261	82.3	96.2
NORTH DAKOTA	963	83.3	98.1	100.0	749	77.8	96.4
SOUTH DAKOTA	1,785	85.2	99.4	100.0	1,512	84.7	96.2
UTAH B/S	6,500	72.6	95.2	98.6	3,324	51.1	85.0
WYOMING-EQUITABLE	1,760	74.9	97.4	99.7	1,456	82.7	89.5
SAN FRANCISCO REGION	143,936	81.7	95.7	98.6	128,973	89.6	88.8
ARIZONA-NEVADA-AETNA	15,781	90.9	97.1	99.1	13,741	87.1	94.9
ARIZONA	11,674	92.7	98.7	99.5	10,315	88.4	95.0
NEVADA	4,107	85.8	92.4	98.0	3,426	83.4	94.6
CALIFORNIA B/S	64,015	85.6	96.0	98.1	57,825	90.3	93.4
CALIF.-OCCIDENTAL (NON-P&E)	63,019	75.4	95.0	99.0	56,492	89.6	82.6
HAWAII-AETNA	1,121	87.8	95.7	99.1	915	81.6	97.8

TABLE 11: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN DECEMBER, 1986

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	9,504	93.9	99.4	99.9	8,948	94.1	96.4
ALASKA-OREGON-AETNA	7,420	92.6	99.3	99.9	6,916	93.2	95.3
ALASKA	148	97.3	99.3	100.0	135	91.2	100.0
OREGON	7,272	92.5	99.3	99.9	6,781	93.2	95.3
IDAHO-EQUITABLE	2,084	98.6	99.8	100.0	2,032	97.5	100.0
RRB-TRAVELERS	34,267	79.6	97.7	99.8	32,003	93.4	82.7
AETNA	41,436	86.2	96.7	99.3	35,901	86.6	90.9
EQUITABLE	24,454	95.4	99.2	99.9	23,897	97.7	97.3
NATIONWIDE	67,678	88.0	96.6	99.7	60,005	88.7	96.6
PRUDENTIAL	66,862	71.7	96.9	99.3	63,870	95.5	73.6
TRAVELERS (RRB EXCLUDED)	31,370	52.9	95.4	99.5	28,843	91.9	56.9

TABLE 12: ROCESSING AND PAYMENT TIME DATA FOR ASSIGNED LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS 1/
IN DECEMBER, 1986

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	2,579,916	89.7	98.3	99.5	2,506,897	97.2	91.3
BOSTON REGION	144,708	83.5	97.9	99.0	140,654	97.2	85.6
CONNECTICUT-TRAVELERS	41,110	68.2	99.8	100.0	41,101	100.0	68.2
MASSACHUSETTS B/S							
MASSACHUSETTS	77,078	90.2	97.1	98.7	73,583	95.5	93.9
TRI-STATE	8,000	83.5	94.5	96.6	7,548	94.4	87.8
MAINE	3,459	79.2	94.9	97.5	3,266	94.4	83.2
NEW HAMPSHIRE	4,276	86.2	94.0	95.6	4,024	94.1	91.0
VERMONT	265	96.6	97.7	98.5	258	97.4	97.7
RHODE ISLAND B/S	18,520	89.6	98.5	99.1	18,422	99.5	90.1
NEW YORK REGION	420,596	69.1	94.7	98.3	407,034	96.8	71.2
NEW JERSEY-PRUDENTIAL	172,097	85.8	99.2	99.5	169,865	98.7	86.7
N.Y.-BINGHAMTON B/S	24,834	42.9	98.2	99.5	24,468	98.5	43.5
N.Y.-NEW YORK B/S	183,083	55.2	88.9	96.7	172,469	94.2	58.4
NEW YORK-GROUP HEALTH	31,013	72.8	99.6	99.9	30,914	99.7	73.0
PUERTO RICO B/S	9,569	88.5	99.0	99.7	9,318	97.4	90.8
PUERTO RICO	9,569	88.5	99.0	99.7	9,318	97.4	90.8
VIRGIN ISLANDS	0	0.0	0.0	0.0	0	0.0	0.0
PHILADELPHIA REGION	307,627	88.4	98.4	99.4	301,953	98.2	90.0
MARYLAND B/S	29,208	83.7	97.9	99.4	28,995	99.3	84.0
PENNSYLVANIA B/S	269,464	89.2	98.4	99.4	264,165	98.0	90.9
DELAWARE	101,901	92.9	99.9	100.0	101,583	99.7	93.1
DISTRICT OF COLUMBIA	57,151	94.3	98.8	99.7	55,925	97.9	96.2
PENNSYLVANIA	110,412	83.2	96.7	98.7	106,657	96.6	86.1
VIRGINIA-TRAVELERS	5,498	69.4	99.5	99.9	5,459	99.3	69.7
WEST VIRGINIA-NATIONWIDE	3,457	94.3	99.3	100.0	3,334	96.4	97.1
ATLANTA REGION	622,424	95.6	99.2	99.8	609,838	98.0	96.9
ALABAMA B/S	40,221	99.0	99.8	99.9	39,852	99.1	99.5
FLORIDA B/S	205,579	95.6	98.5	99.7	200,622	97.6	97.8
GEORGIA-PRUDENTIAL	36,262	73.9	97.9	99.5	35,489	97.9	75.4
KENTUCKY B/S	48,122	97.3	99.4	99.8	46,241	96.1	99.0
MISSISSIPPI-TRAVELERS	18,999	98.6	99.6	99.8	18,470	97.2	99.5
NORTH CAROLINA-PRUDENTIAL	220,557	97.8	99.9	100.0	217,210	98.5	98.1
SOUTH CAROLINA B/S (NON-P&E)	2,365	77.4	98.9	100.0	2,365	100.0	77.4
TENNESSEE-EQUITABLE	50,319	97.4	99.8	100.0	49,589	98.5	98.5

1/ PPC data for Washington Physicians Service are not available for December 1986.

TABLE 12: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN DECEMBER, 1986

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	383,972	96.9	99.6	100.0	380,426	99.1	97.5
ILLINOIS B/S (HCSC)	105,206	96.7	99.9	100.0	104,932	99.7	97.0
INDIANA B/S	32,304	98.3	99.5	99.9	31,699	98.1	99.9
MICHIGAN B/S	145,695	96.4	99.4	100.0	144,999	99.5	96.9
MINNESOTA B/S	5,907	96.9	99.7	100.0	5,680	96.2	98.0
MINNESOTA-TRAVELERS	6,292	97.2	99.3	99.7	6,176	98.2	98.4
OHIO-NATIONWIDE	68,615	97.4	99.5	100.0	67,012	97.7	99.0
WISCONSIN B/S	19,953	96.4	99.7	99.9	19,928	99.9	96.4
DALLAS REGION	166,806	96.1	99.4	99.9	156,708	93.9	99.0
ARKANSAS B/S	9,709	96.9	99.2	99.8	9,122	94.0	99.1
LA.-ARK. B/S	19,344	96.6	98.5	99.7	18,362	94.9	99.6
NEW MEXICO-AETNA	7,391	94.6	98.2	99.7	6,680	90.4	96.8
OKLAHOMA-AETNA	19,815	93.0	99.1	99.9	18,753	94.6	94.8
TEXAS B/S	110,547	96.6	99.7	100.0	103,791	93.9	99.8
KANSAS CITY REGION	79,508	90.7	98.7	99.7	76,234	95.9	92.9
IOWA B/S	18,182	86.4	98.4	99.6	17,592	96.8	89.0
IOWA	13,653	84.5	98.3	99.6	13,198	96.7	87.1
NEBRASKA	4,529	92.2	98.7	99.6	4,394	97.0	94.7
KANSAS B/S	9,307	98.1	99.7	99.9	8,882	95.4	99.1
MISSOURI B/S	18,037	93.1	99.4	99.9	17,668	98.0	94.9
MISSOURI-GENERAL AMERICAN	33,982	89.8	98.3	99.5	32,092	94.4	92.3
DENVER REGION	45,274	93.5	98.1	99.5	41,141	90.9	97.8
COLORADO B/S	18,319	89.3	95.7	99.0	16,706	91.2	97.4
MONTANA B/S	2,495	92.7	99.5	99.9	2,175	87.2	96.5
NORTH DAKOTA B/S	17,366	97.1	99.8	100.0	17,148	98.7	98.0
NORTH DAKOTA	7,975	97.3	99.9	100.0	7,914	99.2	97.8
SOUTH DAKOTA	9,391	97.0	99.7	100.0	9,234	98.3	98.1
UTAH B/S	5,430	96.1	99.5	99.8	3,666	67.5	99.6
WYOMING-EQUITABLE	1,664	93.9	99.6	100.0	1,446	86.9	99.2
SAN FRANCISCO REGION	323,673	94.1	99.0	99.7	309,188	95.5	96.4
ARIZONA-NEVADA-AETNA	53,801	91.7	99.2	99.8	50,025	93.0	94.2
ARIZONA	47,592	91.3	99.4	99.8	44,202	92.9	93.7
NEVADA	6,209	94.9	97.4	99.5	5,823	93.8	97.8
CALIFORNIA B/S	107,159	91.4	98.2	99.4	100,126	93.4	95.7
CALIF.-OCCIDENTAL (NON-P&E)	153,113	96.7	99.6	99.9	151,160	98.7	97.4
HAWAII-AETNA	9,600	95.6	99.0	99.4	7,877	82.1	99.2

TABLE 12. PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN DECEMBER, 1986

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	30,424	98.4	99.9	100.0	29,235	96.1	98.6
ALASKA-OREGON-AETNA	27,438	98.4	99.9	100.0	26,320	95.9	98.5
ALASKA	500	99.0	99.6	100.0	484	96.8	99.6
OREGON	26,938	98.4	99.9	100.0	25,836	95.9	98.5
IDAHO-EQUITABLE	2,986	98.3	99.9	100.0	2,915	97.6	99.7
RRB-TRAVELERS	54,904	97.8	99.8	100.0	54,486	99.2	98.2
AETNA	118,045	94.0	99.3	99.8	109,655	92.9	95.8
EQUITABLE	54,969	97.4	99.8	100.0	53,950	98.1	98.6
NATIONWIDE	72,072	97.3	99.5	100.0	70,346	97.6	98.9
PRUDENTIAL	428,916	91.0	99.4	99.7	422,564	98.5	91.6
TRAVELERS (RRB EXCLUDED)	30,789	93.1	99.5	99.8	30,105	97.8	93.9

TABLE 13. PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS 1/ IN DECEMBER, 1986

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	351,871	85.8	97.3	99.2	330,775	94.0	89.6
BOSTON REGION	28,743	74.1	95.9	98.5	27,031	94.0	78.4
CONNECTICUT-TRAVELERS	4,895	29.7	99.9	100.0	4,875	99.6	29.8
MASSACHUSETTS B/S							
MASSACHUSETTS	18,534	83.6	96.1	98.4	17,325	93.5	89.0
TRI-STATE	3,874	78.9	89.3	97.1	3,444	88.9	87.7
MAINE	2,507	78.9	88.5	97.5	2,188	87.3	89.0
NEW HAMPSHIRE	841	76.6	91.2	95.7	758	90.1	84.7
VERMONT	526	82.7	90.5	97.1	498	94.7	86.7
RHODE ISLAND B/S	1,440	90.3	98.5	99.2	1,387	96.3	93.8
NEW YORK REGION	42,238	77.2	94.6	98.7	40,237	95.3	80.3
NEW JERSEY-PRUDENTIAL	6,886	82.4	99.4	99.7	6,819	99.0	83.0
N.Y.-BINGHAMTON B/S	4,613	44.6	95.3	99.0	4,402	95.4	46.3
N.Y.-NEW YORK B/S	27,953	82.2	93.5	98.7	26,426	94.5	85.9
NEW YORK-GROUP HEALTH	1,675	77.1	99.7	99.7	1,670	99.7	77.2
PUERTO RICO B/S	1,111	56.5	83.9	89.6	920	82.8	68.3
PUERTO RICO	1,111	56.5	83.9	89.6	920	82.8	68.3
VIRGIN ISLANDS	0	0.0	0.0	0.0	0	0.0	0.0
PHILADELPHIA REGION	43,628	82.0	96.7	99.1	41,817	95.8	84.7
MARYLAND B/S	5,134	93.8	96.8	98.5	5,062	98.6	94.4
PENNSYLVANIA B/S	27,336	87.7	96.4	98.9	26,434	96.7	90.6
DELAWARE	1,134	95.6	99.1	99.6	1,110	97.9	97.4
DISTRICT OF COLUMBIA	1,433	88.9	98.4	99.4	1,397	97.5	91.1
PENNSYLVANIA	24,769	87.3	96.1	98.8	23,927	96.6	90.3
VIRGINIA-TRAVELERS	5,548	29.5	96.2	99.6	5,046	91.0	28.7
WEST VIRGINIA-NATIONWIDE	5,610	95.0	98.5	99.8	5,275	94.0	99.2
ATLANTA REGION	48,908	86.0	96.6	98.9	45,677	93.4	90.0
ALABAMA B/S	4,529	94.0	99.6	100.0	3,923	86.6	97.4
FLORIDA B/S	17,229	75.8	93.5	97.5	16,024	93.0	81.4
GEORGIA-PRUDENTIAL	7,404	88.0	97.9	99.8	7,332	99.0	88.8
KENTUCKY B/S	6,539	95.1	98.6	99.7	6,075	92.9	98.6
MISSISSIPPI-TRAVELERS	1,332	87.6	98.5	100.0	1,250	93.8	92.2
NORTH CAROLINA-PRUDENTIAL	5,840	92.9	98.2	99.4	5,428	92.9	96.0
SOUTH CAROLINA B/S (NON-P&E)	1,662	86.4	98.4	99.3	1,660	99.9	86.5
TENNESSEE-EQUITABLE	4,373	90.9	96.6	99.8	3,985	91.1	98.9

1/ PPC data for Washington Physicians Service are not available for December 1986.

TABLE 13: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN DECEMBER, 1986

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	72,571	93.6	99.1	99.9	70,539	97.2	95.6
ILLINOIS B/S (HCSC)	13,265	96.3	100.0	100.0	13,229	99.7	96.5
INDIANA B/S	9,839	94.3	98.2	99.9	9,264	94.2	99.3
MICHIGAN B/S	18,084	94.5	99.1	99.9	17,944	99.2	95.2
MINNESOTA B/S	734	75.6	91.4	99.9	628	85.6	82.8
MINNESOTA-TRAVELERS	883	19.8	99.0	99.8	852	96.5	20.1
OHIO-NATIONWIDE	24,455	96.0	99.2	99.9	23,450	95.9	98.8
WISCONSIN B/S	5,311	85.5	99.6	99.9	5,172	97.4	86.8
DALLAS REGION	39,943	86.6	97.9	99.6	35,545	89.0	93.8
ARKANSAS B/S	3,470	80.3	91.8	99.5	2,784	80.2	95.2
LA.-ARK. B/S	9,104	91.3	97.6	99.3	7,959	87.4	99.6
NEW MEXICO-AETNA	1,106	83.3	94.6	99.1	972	87.9	89.7
OKLAHOMA-AETNA	5,083	65.3	98.5	99.5	4,735	93.2	66.8
TEXAS B/S	21,180	90.9	99.0	99.8	19,095	90.2	98.0
KANSAS CITY REGION	11,866	81.0	97.2	99.1	10,968	92.4	85.3
IOWA B/S	2,861	83.3	96.9	99.1	2,657	92.9	88.0
IOWA	1,776	83.2	97.2	99.5	1,654	93.1	87.1
NEBRASKA	1,085	83.4	96.4	98.4	1,003	92.4	89.3
KANSAS B/S	2,251	93.8	98.8	99.3	1,976	87.8	97.8
MISSOURI B/S	1,087	84.8	98.4	99.6	992	91.3	90.9
MISSOURI-GENERAL AMERICAN	5,667	74.1	96.5	99.0	5,343	94.3	78.3
DENVER REGION	5,480	87.5	97.7	99.3	4,675	85.3	96.1
COLORADO B/S	3,095	88.7	97.4	99.2	2,833	91.5	96.3
MONTANA B/S	569	84.5	97.2	98.2	373	65.6	99.7
NORTH DAKOTA B/S	1,030	90.5	98.8	99.9	947	91.9	94.4
NORTH DAKOTA	591	89.5	98.3	99.8	548	92.7	92.9
SOUTH DAKOTA	439	91.8	99.5	100.0	399	90.9	96.5
UTAH B/S	581	80.2	97.2	99.3	348	59.9	97.1
WYOMING-EQUITABLE	205	83.9	100.0	100.0	174	84.9	94.3
SAN FRANCISCO REGION	45,056	91.4	97.8	99.2	41,224	91.5	96.5
ARIZONA-NEVADA-AETNA	5,821	91.5	97.6	99.2	5,207	89.5	95.3
ARIZONA	4,764	91.8	98.1	99.3	4,273	89.7	95.0
NEVADA	1,057	90.3	95.3	98.8	934	88.4	96.7
CALIFORNIA B/S	21,347	88.8	96.8	98.7	18,796	88.0	96.9
CALIF.-OCCIDENTAL (NON-P&E)	17,622	94.7	99.3	99.9	17,042	96.7	96.6
HAWAII-AETNA	266	77.4	91.0	98.5	179	67.3	96.1

TABLE 13: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN DECEMBER, 1986

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	2,434	89.0	98.9	99.9	2,190	90.0	93.0
ALASKA-OREGON-AETNA	1,894	86.3	98.7	99.9	1,660	87.6	90.9
ALASKA	57	87.7	98.2	100.0	43	75.4	100.0
OREGON	1,837	86.2	98.7	99.9	1,617	88.0	90.7
IDAHO-EQUITABLE	540	98.7	99.6	100.0	530	98.1	99.4
RRB-TRAVELERS	11,004	90.9	99.7	100.0	10,872	98.8	91.8
AETNA	14,170	80.5	97.7	99.4	12,753	90.0	83.7
EQUITABLE	5,118	91.4	97.0	99.8	4,689	91.6	98.8
NATIONWIDE	30,065	95.8	99.1	99.9	28,725	95.5	98.9
PRUDENTIAL	20,130	87.5	98.5	99.6	19,579	97.3	88.8
TRAVELERS (RRB EXCLUDED)	7,763	38.4	96.9	99.7	7,148	92.1	38.8

TABLE 14: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS 1/ IN DECEMBER, 1986

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	130,616	74.6	95.8	98.7	121,834	93.3	79.0
BOSTON REGION	6,905	68.7	94.2	97.6	6,512	94.3	72.6
CONNECTICUT-TRAVELERS	1,152	2.2	99.5	99.9	1,149	99.7	2.2
MASSACHUSETTS B/S							
MASSACHUSETTS	4,104	84.7	93.7	97.2	3,811	92.9	90.9
TRI-STATE	776	74.9	92.0	96.9	698	89.9	82.5
MAINE	346	72.8	91.0	98.0	303	87.6	82.5
NEW HAMPSHIRE	351	80.9	94.6	96.9	325	92.6	86.8
VERMONT	79	57.0	84.8	92.4	70	88.6	62.9
RHODE ISLAND B/S	873	75.9	91.3	97.1	854	97.8	77.6
NEW YORK REGION	21,235	38.7	92.1	97.5	19,040	89.7	42.7
NEW JERSEY-PRUDENTIAL	2,301	65.5	99.3	99.7	2,243	97.5	65.8
N.Y.-BINGHAMTON B/S	4,896	8.2	94.7	99.9	4,826	98.6	8.3
N.Y.-NEW YORK B/S	12,728	42.5	89.7	96.0	10,723	84.2	50.1
NEW YORK-GROUP HEALTH	1,120	77.2	94.4	99.7	1,106	98.8	77.8
PUERTO RICO B/S	190	14.2	85.3	96.8	142	74.7	19.0
PUERTO RICO	184	12.0	84.8	96.7	136	73.9	16.2
VIRGIN ISLANDS	6	83.3	100.0	100.0	6	100.0	83.3
PHILADELPHIA REGION	18,392	71.0	95.2	98.3	17,819	96.9	72.9
MARYLAND B/S	5,876	44.5	90.0	96.4	5,675	96.6	45.2
PENNSYLVANIA B/S	10,563	85.1	97.4	99.0	10,232	96.9	87.8
DELAWARE	129	96.9	100.0	100.0	124	96.1	97.6
DISTRICT OF COLUMBIA	1,497	91.5	98.5	99.2	1,462	97.7	93.7
PENNSYLVANIA	8,937	83.8	97.2	99.0	8,646	96.7	86.6
VIRGINIA-TRAVELERS	1,803	72.7	99.0	99.9	1,773	98.3	73.6
WEST VIRGINIA-NATIONWIDE	150	90.0	99.3	100.0	139	92.7	94.2
ATLANTA REGION	12,900	71.3	91.0	98.0	11,219	87.0	81.5
ALABAMA B/S	403	74.7	98.8	99.8	360	89.3	82.2
FLORIDA B/S	7,716	75.0	90.7	98.1	6,370	82.6	90.7
GEORGIA-PRUDENTIAL	1,049	87.0	95.8	98.5	1,006	95.9	90.6
KENTUCKY B/S	234	91.9	94.4	97.4	218	93.2	97.7
MISSISSIPPI-TRAVELERS	140	85.7	99.3	100.0	131	93.6	90.1
NORTH CAROLINA-PRUDENTIAL	497	38.0	94.4	98.6	308	62.0	53.6
SOUTH CAROLINA B/S (NON-P&E)	1,548	26.1	77.0	95.0	1,534	99.1	26.3
TENNESSEE-EQUITABLE	1,313	96.2	99.6	99.9	1,292	98.4	97.7

1/ PPC data for Washington Physicians Service are not available for December 1986.

TABLE 14: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN DECEMBER, 1986

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	36,844	91.4	99.3	99.9	36,025	97.8	93.1
ILLINOIS B/S (HCSC)	2,982	98.5	99.9	100.0	2,963	99.4	99.1
INDIANA B/S	5,230	90.4	98.0	99.8	4,754	90.9	98.4
MICHIGAN B/S	19,266	92.9	99.6	99.9	19,182	99.6	93.2
MINNESOTA B/S	46	87.0	95.7	97.8	46	100.0	87.0
MINNESOTA-TRAVELERS	185	80.0	97.3	99.5	167	90.3	87.4
OHIO-NATIONWIDE	4,894	95.0	99.0	99.9	4,707	96.2	97.8
WISCONSIN B/S	4,241	77.1	99.3	99.9	4,206	99.2	77.5
DALLAS REGION	9,949	86.0	98.4	99.5	9,023	90.7	92.5
ARKANSAS B/S	429	86.0	99.1	100.0	363	84.6	93.1
LA.-ARK. B/S	2,400	95.6	99.3	99.8	2,263	94.3	99.3
NEW MEXICO-AETNA	153	88.9	96.1	100.0	142	92.8	90.1
OKLAHOMA-AETNA	1,223	63.8	98.4	99.4	1,152	94.2	65.4
TEXAS B/S	5,744	86.7	98.1	99.4	5,103	88.8	95.6
KANSAS CITY REGION	7,600	72.3	94.3	98.7	6,980	91.8	78.4
IOWA B/S	810	72.3	93.8	98.6	719	88.8	80.1
IOWA	559	75.0	93.7	98.7	517	92.5	80.9
NEBRASKA	251	66.5	94.0	98.4	202	80.5	78.2
KANSAS B/S	286	65.4	97.2	98.6	256	89.5	69.1
MISSOURI B/S	338	55.0	92.9	98.2	312	92.3	59.6
MISSOURI-GENERAL AMERICAN	6,166	73.5	94.3	98.7	5,693	92.3	79.6
DENVER REGION	2,213	91.9	98.1	99.5	1,830	82.7	96.5
COLORADO B/S	1,320	93.5	98.5	99.6	1,289	97.7	95.5
MONTANA B/S	26	96.2	100.0	100.0	16	61.5	100.0
NORTH DAKOTA B/S	39	79.5	89.7	100.0	32	82.1	93.8
NORTH DAKOTA	35	77.1	88.6	100.0	28	80.0	92.9
SOUTH DAKOTA	4	100.0	100.0	100.0	4	100.0	100.0
UTAH B/S	827	89.7	97.7	99.3	492	59.5	99.2
WYOMING-EQUITABLE	1	100.0	100.0	100.0	1	100.0	100.0
SAN FRANCISCO REGION	12,266	86.6	96.1	98.2	11,154	90.9	92.7
ARIZONA-NEVADA-AETNA	2,830	94.6	98.4	99.5	2,579	91.1	97.1
ARIZONA	2,240	94.8	98.7	99.6	2,037	90.9	97.1
NEVADA	590	93.7	97.5	99.2	542	91.9	97.2
CALIFORNIA B/S	4,935	77.0	92.3	96.2	4,162	84.3	89.8
CALIF.-OCCIDENTAL (NON-P&E)	4,197	91.9	98.9	99.6	4,129	98.4	92.8
HAWAII-AETNA	304	93.1	98.7	99.0	284	93.4	94.4

TABLE 14: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN DECEMBER, 1986

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	1,564	77.0	99.6	99.9	1,505	96.2	76.3
ALASKA-OREGON-AETNA	1,501	76.0	99.5	99.9	1,442	96.1	75.3
ALASKA	135	91.9	99.3	100.0	129	95.6	94.6
OREGON	1,366	74.5	99.6	99.9	1,313	96.1	73.4
IDAHO-EQUITABLE	63	100.0	100.0	100.0	63	100.0	100.0
RRB-TRAVELERS	748	80.5	99.1	99.9	727	97.2	81.6
AETNA	6,011	83.5	98.7	99.6	5,599	93.1	84.6
EQUITABLE	1,377	96.4	99.6	99.9	1,356	98.5	97.8
NATIONWIDE	5,044	94.9	99.0	99.9	4,846	96.1	97.7
PRUDENTIAL	3,847	67.8	97.7	99.2	3,557	92.5	71.8
TRAVELERS (RRB EXCLUDED)	2,128	74.2	98.9	99.9	2,071	97.3	75.8

TABLE 15: PROCESSING AND PAYMENT TIME DATA FOR UNASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS 1/ IN DECEMBER, 1986

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
TOTAL	8,340,022	77.7	96.8	99.0	7,749,734	92.9	82.0
BOSTON REGION	264,061	55.7	96.6	98.4	251,935	95.4	57.7
CONNECTICUT-TRAVELERS	105,422	7.9	99.9	100.0	104,832	99.4	7.9
MASSACHUSETTS B/S							
MASSACHUSETTS	43,279	82.3	90.4	95.1	38,266	88.4	91.8
TRI-STATE	103,067	88.9	95.7	98.0	97,063	94.2	93.4
MAINE	37,069	90.0	96.3	98.4	35,124	94.8	94.2
NEW HAMPSHIRE	45,964	87.4	95.1	97.7	42,822	93.2	92.6
VERMONT	20,034	90.2	95.9	98.0	19,117	95.4	93.6
RHODE ISLAND B/S	12,293	92.8	97.7	99.2	11,774	95.8	96.8
NEW YORK REGION	963,550	41.1	93.9	98.3	908,727	94.3	43.1
NEW JERSEY-PRUDENTIAL	314,631	80.4	97.9	99.3	300,910	95.6	83.0
N.Y.-BINGHAMTON B/S	150,856	14.1	89.5	98.8	136,810	90.7	15.4
N.Y.-NEW YORK B/S	408,619	14.4	91.3	97.1	383,288	93.8	15.3
NEW YORK-GROUP HEALTH	76,066	69.0	99.2	99.9	75,021	98.6	69.1
PUERTO RICO B/S	13,378	77.0	97.7	99.3	12,698	94.9	81.0
PUERTO RICO	13,247	77.2	97.8	99.3	12,593	95.1	81.1
VIRGIN ISLANDS	131	60.3	94.7	98.5	105	80.2	73.3
PHILADELPHIA REGION	600,482	46.7	95.7	98.6	576,896	96.1	48.4
MARYLAND B/S	82,066	54.2	90.2	96.2	79,151	96.4	55.4
PENNSYLVANIA B/S	312,289	45.4	95.7	98.5	299,688	96.0	47.3
DELAWARE	14,860	96.9	99.1	99.7	14,382	96.8	99.3
DISTRICT OF COLUMBIA	45,164	42.8	96.1	98.7	42,881	94.9	45.1
PENNSYLVANIA	252,265	42.9	95.4	98.4	242,425	96.1	44.6
VIRGINIA-TRAVELERS	155,418	30.6	97.6	99.5	149,830	96.4	31.5
WEST VIRGINIA-NATIONWIDE	50,709	91.9	98.7	99.8	48,227	95.1	95.9
ATLANTA REGION	1,673,742	81.7	94.6	98.3	1,509,875	90.2	89.6
ALABAMA B/S	111,909	97.2	99.7	99.9	106,892	95.5	98.4
FLORIDA B/S	875,833	79.2	91.8	97.3	759,556	86.7	90.9
GEORGIA-PRUDENTIAL	115,171	91.4	97.8	99.5	111,010	96.4	94.4
KENTUCKY B/S	111,698	87.1	97.3	99.3	102,692	91.9	93.4
MISSISSIPPI-TRAVELERS	72,782	92.0	98.4	99.6	69,654	95.7	95.3
NORTH CAROLINA-PRUDENTIAL	154,421	71.4	96.0	98.2	134,615	87.2	78.0
SOUTH CAROLINA B/S (NON-P&E)	81,154	51.1	95.3	98.7	80,374	99.0	51.6
TENNESSEE-EQUITABLE	150,774	95.7	99.1	99.9	145,082	96.2	99.0

1/ PPC data for Washington Physicians Service are not available for December 1986.

TABLE 15: PROCESSING AND PAYMENT TIME DATA FOR UNASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN DECEMBER, 1986

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
CHICAGO REGION	1,633,804	92.0	99.1	99.8	1,571,225	96.2	95.1
ILLINOIS B/S (HCSC)	389,290	94.9	99.9	100.0	377,050	96.9	97.8
INDIANA B/S	242,152	93.7	98.6	99.8	227,460	93.9	99.1
MICHIGAN B/S	147,989	91.7	99.1	99.8	146,104	98.7	92.5
MINNESOTA B/S	74,928	93.8	98.7	99.9	72,720	97.1	95.7
MINNESOTA-TRAVELERS	79,320	81.7	98.5	99.6	76,025	95.8	85.0
OHIO-NATIONWIDE	459,502	90.1	98.5	99.7	434,295	94.5	94.4
WISCONSIN B/S	240,623	92.4	99.7	100.0	237,571	98.7	93.0
DALLAS REGION	863,139	86.9	98.1	99.6	776,492	90.0	93.2
ARKANSAS B/S	70,298	93.3	99.0	99.8	60,480	86.0	99.0
LA.-ARK. B/S	121,998	87.1	96.0	98.8	98,409	80.7	99.7
NEW MEXICO-AETNA	40,615	89.1	96.6	99.5	36,197	89.1	93.9
OKLAHOMA-AETNA	146,324	65.2	98.2	99.6	133,596	91.3	67.6
TEXAS B/S	483,904	92.2	98.7	99.8	447,810	92.5	98.5
KANSAS CITY REGION	626,186	84.6	97.3	99.3	583,548	93.2	89.0
IOWA B/S	259,782	82.0	96.8	99.3	243,717	93.8	86.2
IOWA	169,395	84.1	97.6	99.5	160,293	94.6	87.7
NEBRASKA	90,387	77.9	95.3	98.7	83,424	92.3	83.3
KANSAS B/S	70,144	94.8	99.2	99.7	64,288	91.7	97.4
MISSOURI B/S	67,100	88.3	97.4	99.6	61,946	92.3	94.7
MISSOURI-GENERAL AMERICAN	229,160	83.3	97.3	99.2	213,597	93.2	88.1
DENVER REGION	298,215	84.4	97.8	99.4	251,327	84.3	90.5
COLORADO B/S	118,169	74.9	96.6	99.0	107,462	90.9	81.3
MONTANA B/S	41,529	90.9	98.2	99.4	26,794	64.5	97.9
NORTH DAKOTA B/S	86,570	95.8	99.6	100.0	81,642	94.3	98.3
NORTH DAKOTA	43,901	96.1	99.7	100.0	41,682	94.9	98.2
SOUTH DAKOTA	42,669	95.4	99.5	99.9	39,960	93.7	98.4
UTAH B/S	33,624	81.7	96.2	99.1	19,741	58.7	96.5
WYOMING-EQUITABLE	18,323	81.3	98.9	99.9	15,688	85.6	93.2
SAN FRANCISCO REGION	943,381	90.2	97.4	99.0	865,664	91.8	95.4
ARIZONA-NEVADA-AETNA	167,608	93.0	98.3	99.5	143,986	85.9	97.9
ARIZONA	153,655	93.3	98.4	99.6	132,088	86.0	97.9
NEVADA	13,953	90.2	96.5	99.1	11,898	85.3	97.3
CALIFORNIA B/S	364,393	87.4	96.6	98.4	332,746	91.3	94.2
CALIF.-OCCIDENTAL (NON-P&E)	385,446	91.4	97.8	99.2	367,176	95.3	95.4
HAWAII-AETNA	25,934	94.9	97.7	99.1	21,756	83.9	99.0

TABLE 15: PROCESSING AND PAYMENT TIME DATA FOR UNASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN DECEMBER, 1986

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 27 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 27 DAYS
SEATTLE REGION	193,690	96.2	99.5	99.9	181,745	93.8	98.3
ALASKA-OREGON-AETNA	148,999	95.4	99.4	99.9	138,914	93.2	97.8
ALASKA	3,788	94.2	98.9	99.9	3,408	90.0	98.5
OREGON	145,211	95.5	99.4	99.9	135,506	93.3	97.8
IDAHO-EQUITABLE	44,691	98.8	99.8	100.0	42,831	95.8	99.8
RRB-TRAVELERS	279,772	77.0	98.6	99.8	272,300	97.3	78.8
AETNA	529,480	85.8	98.4	99.6	474,449	89.6	89.1
EQUITABLE	213,788	95.1	99.2	99.9	203,601	95.2	98.7
NATIONWIDE	510,211	90.3	98.5	99.7	482,522	94.6	94.6
PRUDENTIAL	584,223	80.2	97.4	99.0	546,535	93.5	84.1
TRAVELERS (RRB EXCLUDED)	307,520	58.3	98.0	99.5	295,509	96.1	60.3

APPENDIX

Definitions of Terms Used

Claim-- A writing, identifying or permitting the identification of an enrollee, which requests reimbursement for what appears to be medical or other health services furnished by a physician or supplier. There are a number of situations where a claim is split into one or more additional claims-- see instructions contained in Section 3000 of the Medicare Carriers Manual.

Replicate Claims--Claims split for reasons other than those identified in Section 3000 of the Medicare Carriers Manual are defined as replicate claims. Some examples of replicate claims are claims created because of a computer line item limitation, claims created in making partial payments, and claims created for carving out individual specialty types of services. Unless otherwise noted, information shown in this report reflects data for all claims, including replicates, handled by carriers.

Claims Received During Month--The net number of claims received. (Gross claim receipts minus transfers to other carriers.)

Claims Processed During Month

A. Total--The sum of claims paid, claims applied to the deductible, and claims denied.

B. Ratio of Processed to Received--(The total number of claims processed divided by the net number of claims received) times 100.

C. Paid--Includes all claims processed for which some payment was approved and an EOMB prepared.

D. Applied Toward Deductible--Claims for which no payment was made because the deductible was not met.

E. Denied--Claims denied in full for any reason.

F. Number Excluding Replicates--The total number of claims processed minus the number of replicate claims processed. (See above for definition of a replicate claim.)

Claims Pending End of Month

A. Number--The total number of claims pending at the end of the month.

B. Days Work on Hand*--Claims pending end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

C. Days Work on Hand Over 30 Days*--Claims pending over 30 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

D. Days Work on Hand Over 60 Days*--Claims pending over 60 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

*NOTE: Suspended claims are excluded from counts of claims processed and pending in items B, C, and D above. Suspended claims are claims suspended from processing due to HCFA directives. Such claims are usually those submitted by physicians or suppliers under investigation for questionable utilization or billing practices.

Assignment Rate--(Assigned HCFA-1500s received divided by the sum of assigned and unassigned 1500s received) times 100.

Electronic Media Claims Received During Month

A. Number--The total number of electronic media claims (EMC) received (i.e., via magnetic tape or telecommunications device).

B. Percent of Total Received--(The total number of EMC received divided by net receipts) times 100.

C. Percent of Assigned HCFA-1500s Received--(Assigned HCFA-1500 EMC receipts divided by total assigned HCFA-1500 receipts) times 100.

D. Percent of Unassigned HCFA-1500s Received--(Unassigned HCFA-1500 EMC receipts divided by total unassigned HCFA-1500 receipts) times 100.

Replicate Claims (Percent of Total Processed)--(The number of replicate claims processed divided by the total number of claims processed) times 100.

Claims Investigation Rate--(The number of claims investigated divided by the total number of claims processed) times 100.

Number and Percentage Distribution of Pending Claims

A. Number--The total number of claims pending (received and not processed to completion) at the end of the month less pending claims suspended due to HCFA directives.

B. Percentage Distribution--Distribution by days elapsed since receipt.

Inquiries Processed

A. Total Number--The total number of inquiries processed, by type of inquiry (telephone, walk-in, written).

B. Beneficiary Inquiries--The number of processed inquiries from beneficiaries, by type of inquiry.

C. Provider Inquiries--The number of processed inquiries from providers, by type of inquiry.

D. Ratio of Inquiries Processed to 1,000 Claims Received--(The number of each type of inquiry processed divided by the net number of claims received) times 1,000.*

*NOTE: This formula applies respectively to All Inquiries, Beneficiary Inquiries, and Provider Inquiries, and, within each of these categories, to telephone, walk-in, and written inquiries.

Medicaid Crossover Claims

A. Number Transferred--The total number of Medicaid crossover claims transferred to State Agencies or their fiscal agents.

B. Number of Electronic Media Claims--The total number of Medicaid crossover claims transferred via electronic media.

C. Percent of Total Transferred--(The total number of Medicaid crossover claims transferred via electronic media divided by the total number of Medicaid crossover claims transferred) times 100.

Processing and Payment Time (PPC) Data - All Claims Processed

A. Number--The total number of claims processed to completion during the month. For paid claims, a claim is considered processed when the check is mailed.

B. Percent Processed in 27 Days-- The total number of claims processed to completion in 27 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

C. Percent Processed in 60 Days-- The total number of claims processed to completion in 60 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

D. Percent Processed in 90 Days-- The total number of claims processed to completion in 90 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

Processing and Payment Time (PPC) Data - Clean Claims Processed

A. Number-- The number of clean claims processed to completion during the month. For paid claims the claim is considered processed when the check has been mailed.

B. Percent of Total-- The number of clean claims precessed to completion divided by the number of claims processed to completion during the month, with the result multiplied by 100.

C. Percent in 27 Days-- The number of clean claims processed to completion in 27 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

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